

# Complaint Form

To process your claim as quickly as possible, please complete the following sheets. It is important you answer ALL sections. Post all sheets (originals) to the following address: FAO Complaints Department, Discount Flooring Depot, 100 Chapel Walks, Chapel Street, Salford, M3 5DW  
e-mail customerservice@discountflooringdepot.co.uk Call 0161 641 9996

|               |  |  |
|---------------|--|--|
| Complaint Ref |  |  |
|---------------|--|--|

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### Retailer's Details

|         |  |              |               |
|---------|--|--------------|---------------|
| Name    | Discount Flooring Depot LTD              | Telephone No | 0161 641 9996 |
| Address | 100 Chapel Walks, Chapel Street, Salford |              |               |
| County  | United Kingdom                           | Post Code    | M3 5DW        |

### Consumer's Details

|         |  |              |  |
|---------|--|--------------|--|
| Name    |  | Telephone No |  |
| Address |  |              |  |
| County  |  | Post Code    |  |

|   |  |
|---|--|
| Are you the original purchaser of the floor or was the floor purchased by a previous owner? Please state: |  |
|---|--|

|   |                   |
|---|-------------------|
| Please attach a copy of your original receipt when returning completed claim. Nb. We cannot process your claim without proof of purchase. | Receipt enclosed? |
|---|-------------------|

### Installer's Details

|         |  |              |  |
|---------|--|--------------|--|
| Name    |  | Telephone No |  |
| Address |  |              |  |
| County  |  | Post Code    |  |

### Product Details

|                            |  |                      |  |
|----------------------------|--|----------------------|--|
| Product Range              |  | Colour/Décor         |  |
| EAN Code (Bar code on box) |  | Date problem started |  |
| Area installed M2          |  | Date installed       |  |

|  |  |
|--|--|
| Production code (found on back of board) |  |
|--|--|

|  |  |
|--|--|
| Please state which room/s laminate is fitted in: |  |
|--|--|

### Reason For Complaint

|   |
|---|
| Describe in as much detail as possible the problem/reason for complaint:- |
|---|

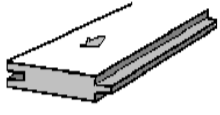
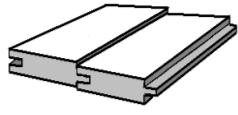
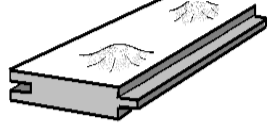


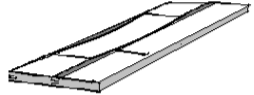
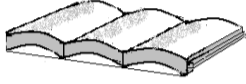

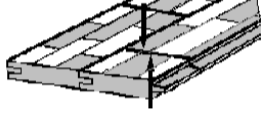
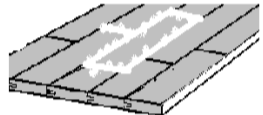
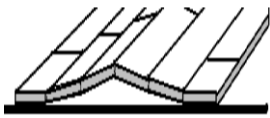
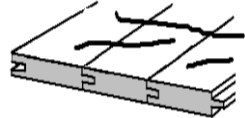
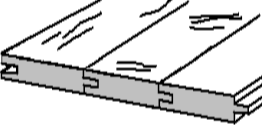
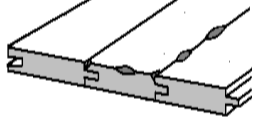
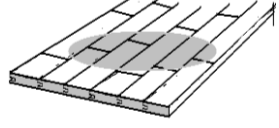
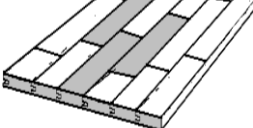



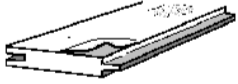

|   |  |
|---|--|
| Please describe briefly, How was the floor fitted?  |  |
| Were panels acclimatised? If yes, please state where and for how long.                            |  |
| Type of Subfloor over which flooring was laid eg concrete, ceramic, lino, chipboard, carpet.      |  |
| Was a sound reducing underlay used, if yes please state type used.                                |  |
| Has a Damp Proof Membrane been installed? (Plastic sheet)   |  |
| Is underfloor heating fitted, if so please state type i.e. water or electric.                     |  |
| How much of an expansion gap has been left around the edges of the room/door frames/fixed objects |  |
| Have expansion profiles been used where appropriate? i.e. doorways, archways etc                  |  |
| Have all panels been staggered correctly (brickbond fasion) by a minimum of 200mm?                |  |
| Describe how the floor has been cleaned. Specify all cleaning fluids and equipment used.          |  |

### Drawing of Floor Layout

Please ensure the following is included in your sketch:-

1. Position of all fixed objects i.e. fireplace, walls, units etc & furniture
2. Position of complaint area
3. Position of doorways & all expansion profiles used (if appropriate)
4. Indicate the direction the panels are laid in.
5. Please state measurements of room.

## Possible Faults

|   |  |     |  |   |   |     |
|---|--|-----|--|---|---|-----|
| <b>Splinters in décor</b>                     |                             | sqm |  | <b>Stepping at joint between panels</b>     | tolerance to 0,15 mm<br>   | sqm |
| <b>Foreign bodies within the surface</b>      |                             | sqm |  | <b>blistering to edges of panels</b>        |                            | sqm |
| <b>Missing overlay</b>                        |                             | sqm |  | <b>Banana form along the joint</b>          | tolerance to 0,30 mm<br>   | sqm |
| <b>Convex bowing</b>                          | tolerance to 0,40 mm<br>   | sqm |  | <b>concave bowing</b>                       | tolerance to 0,30 mm<br>  | sqm |
| <b>Displacement of pattern</b>                | tolerance to +/- 3 mm<br> | sqm |  | <b>Wear</b>                                 |                          | sqm |
| <b>Lifting of total floor</b>                 |                           | sqm |  | <b>scratches built over several panel</b>   |                          | sqm |
| <b>Scratches on single panel</b>              |                           | sqm |  | <b>chipping to laminate surfaces</b>        |                          | sqm |
| <b>Variation in gloss appearance of floor</b> |                           | sqm |  | <b>variation in colour (several planks)</b> |                          | sqm |
| <b>Open joints on the length</b>              | tolerance to 0,20 mm<br>  | sqm |  | <b>Open joints on the width</b>             | tolerance to 0,20 mm<br> | sqm |
| <b>Open joints along the length and width</b> | tolerance to 0,20 mm<br>  | sqm |  | <b>loosen laminate (on edge / centre)</b>   |                          | sqm |
| <b>Panel edges not square</b>                 | tolerance to <0,20 mm<br> | sqm |  | <b>Other fault, please state</b>            |   | sqm |