

Retailer MUST inspect and supply ALL details of the complaint before the Warranty Service Request will be processed by Northstate Carpet Mills.	<u>Northstate Carpet Mills</u>	Request Number
	Warranty Service Request To be used for ALL Warranty Service Requests after initial installation & acceptance by customer.	WSR - # Claim number will be issued by Northstate once completed form is received from Retailer/Customer. Refer WSR # on all correspondence.

RETAILER & CUSTOMER DETAILS

Retailer:		Acc/No:	
Store:		Contact:	
Phone:	Fax:	Mobile:	Email:
Customer:		Contact:	
Home Phone:	Work Phone:	Mobile:	Email:
Address:			

CARPET & INSTALLATION DETAILS

Northstate Invoice No.:	Northstate Invoice Date:	Northstate Roll No(s):	
Product:		Colour:	
Total Metres:	Has Carpet Been Paid For by Customer? YES / NO (Circle One)		If No, Amount Owing? \$
Date Installed:	Installed By:	Installation Method: Conventional / Direct-Stick / Double-Bond (Circle One)	
Type of Adhesive Used:	Are Seams Sealed? YES / NO (Circle One)	Type of Seam Sealer Used:	Are Seams Heat-Bond Taped? YES / NO (Circle One)
Type of Underlay Used:	Has the Carpet been Power Stretched? YES / NO (Circle One)		
Has Carpet Been Recently Cleaned? YES / NO (Circle One)	Cleaning Method(s)?		Cleaned By:

COMPLAINT

Date Complaint Reported:	Specific Product Warranty You Are Claiming Against?		
Have ALL Warranty Conditions Been Satisfied? YES / NO (Circle One)		Details:	
Reason for Complaint: Please be as detailed as possible, the more information the better.			

INSPECTION DETAILS

Result of inspection and Salesperson's Recommendation to Satisfy Complaint:			
Area Affected:	Square Metres Involved:	Retailers Opinion? Manufacturing Fault / Other	Samples Provided? YES / NO (Circle One)
Date Inspected:	Salesperson who Inspected:	Salesperson's Signature:	Photos Provided? YES / NO (Circle One)

If relevant, provide a diagram or floor plan, and proof of professional cleaning. Please email digital photos to below email address.

Customer to submit this form to your retailer and the retailer to submit this form to Northstate Carpet Mills.

Head Office: 14 Enterprise Street, Molendinar, Southport, Qld. 4214

Fax #: 07-5597-0620

Email: reception@northstatecarpets.com.au

Phone #: 1800 074 068