



NORTHWEST

3358 Carpet Capital Drive . Dalton, GA 30720 . 800.367.2508 . fax: 706.277.1485 . northwestcarpets.net

CUSTOMER FEEDBACK FORM This form is required to process your claim. Please complete and fax or email the completed form. This is an 'Adobe PDF' fill-in-form. Either choose to print the blank form or fill-in-the-blank fields before printing.

Today's Date:

Have you contacted anyone at Northwest Carpets, Inc. regarding this problem: Yes No

If yes, name of representative:

When did you contact this representative:

What were you told:

GENERAL INFORMATION

Dealer/Distributor:

Address:

City: State: Zip:

Contact Name: Phone Number: (.....)

Consumer's name:

Address:

City: State: Zip:

Contact Name : Phone Number: (.....)

SPECIFIC INFORMATION

NW Invoice# : Invoice Date: Roll #: Style:

Color: Width: Length: Type of Installation:

Sq. Yds. Involved: Installation Date: Complaint Date:

Type of Vacuum used: Frequency used:

Installation is at (check one) Office School Church Home Other

Traffic (check one): High Moderate Low

Type of Pad:..... Seam Sealer:..... Power Stretcher:.....

Specifier: (who recommended this carpet for this installation?)

When was this condition first noticed?

Has this carpet been cleaned: Yes No If yes, how many times?

By whom and/or cleaning method used:

Is a sample carpet and pad available: Yes No Can pictures be submitted? Yes No

Is an inspection needed? Yes No

Additional Comments: (Why do you feel this is a manufacturing problem?)

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