

Mr David Nutt
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26th June 2007



THE CARPET
FOUNDATION

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Dear David,

CONGRATULATIONS ON YOUR CUSTOMER SATISFACTION MONITORING RESULTS

As you will be aware our Code of Practice Leaflet for consumers contains a customer satisfaction form and your customers are filling them in to send on to the Foundation. This is part of our monitoring activity required to show to the OFT that Registered Specialists really are the best independent carpet retailers in the UK.

While the general responses from consumers are coming in slowly (many people don't like filling in the forms), your store has 'bucked the trend' and we already have enough completed forms from your customers to be able to produce an individual profile for your business. Well done and many thanks for the enthusiasm you have put in to get your customers to participate in the monitoring exercise.

As you will see from the enclosed profile, you have achieved outstanding customer satisfaction results with 100% of customers 'very likely' or 'likely' to use your store again. What better endorsement for your business!

It is also interesting to note that 100% of your customers were reassured by the use of the OFT Approved Consumer Code of Practice.

Overall the results are very good with similar satisfaction levels but your store's results are spectacular!

Regards,

Michael Hardiman
CHIEF EXECUTIVE