

Independent Smart Inspection Report Application Form



INDEPENDENT SMART INSPECTION

The Furniture Ombudsman Ref:

(A reference number will be allocated once we receive your completed form)

Goods to be inspected:

(for example - cabinet, table, three-piece suite etc)

If you would like The Furniture Ombudsman to arrange an independent inspection and report by FIRA Service Technicians; please complete the following information and return to:

**The Furniture Ombudsman
Maxwell Road
Stevenage
Hertfordshire
SG1 2EW**

If you have any queries please contact us by telephone on **0845 653 2064** or by fax on **0845 653 2065**, click on www.thefurnitureombudsman.org or email us at info@thefurnitureombudsman.org.

Names of the parties to the dispute:

Consumer

Retailer

Manufacturer

About you

Title

Forename(s)

Surname

Address for correspondence

Address at which the goods are to be inspected

Home Telephone Number

Work Telephone Number

Mobile Telephone Number

E-mail address

Payment Details *delete as appropriate

Please debit my credit/debit card*	£99.00	Card type:	
Card no:		Expiry date:	
Security code:		Issue no:	
		Start date:	

Payments will show on your statement under the name "FIRA International Ltd"

About the retailer/other party:

Who is your dispute with?			
Name and address of Retailer			
Telephone Number			
Name and address of Manufacturer			
Telephone Number			
Product description <i>Colour, design, quantity etc.</i>			
Purchase price		Date of purchase	
Date of delivery		Date of complaint	
Summary of Fault <i>Please note: this is the only information which is provided to the technician prior to their visit.</i>			

**The FIRA Service Technician has been instructed as a consultant by
The Furniture Ombudsman on behalf of the above applicant to:**

1 Confirm as far as is possible whether the fault(s) which the applicant has complained of is reasonable and valid;

2 Confirm as far as possible how the damage/or issues may have been caused;
For example; a design or manufacturing fault, local conditions of use, normal use, wear & tear etc.

3 Suggest where appropriate, solutions including recommendations for the possibility of an effective repair.

Please note that the consultant cannot:

- Speculate as to the history of a complaint or comment on what may have been agreed between the parties in the past. The consultant can only comment on questions of fact (for example the physical condition of goods) or matters that he has direct experience of.
- Comment on your legal rights or what should be done to resolve your complaint, for example how much compensation you should receive or what should be done to resolve an issue. A consultant may however comment on what could be done to correct a certain fault.
- Assess the financial value of a complaint or the cost of remedial works. The consultant can however comment generally on the type of materials needed to correct a problem and the approximate number of man-hours required to carry out certain work if requested to do so.

Important Additional Information

- If you decide to commission an independent Smart Report, you will be provided with a report which reflects the true opinion of the technician who inspects the product(s). The opinion will be supported by a Statement of Truth and will be digitally signed in print with the technician's name. Before you commission this or any report you should be aware that the opinion of the expert may differ with your own view and that the report may not support your claim. Please also be aware that The Furniture Ombudsman is unable to enforce the findings of a report upon a retailer who does not subscribe to the Ombudsman scheme, but it may be used as evidence to support your complaint. You may wish to take advice from Consumer Direct (www.consumerdirect.gov.uk / 08454 04 05 06) regarding your statutory rights and the ways in which an independent report can assist you.
- Issues of comfort are subjective – what is uncomfortable to one person may not be so to another. It does not necessarily follow that a product which is perceived to be uncomfortable by a consumer is inherently faulty; unsatisfactory; or that it is unfit for purpose. It is unlikely that a report will support a claim based purely on comfort and you should be aware of this before commissioning this inspection.

Your Agreement

I have given as much information on this form as I can and this information is true and accurate to the best of my knowledge and belief.

I agree to have the product complained of examined/inspected by FIRA Service Technicians at the behest of The Furniture Ombudsman. Inspections are carried out in good faith based upon the information provided in this form by the applicant.

Signature: Name (capitals)

Date:

For research purposes we would like to know how you found out about The Furniture Ombudsman.

Retailer

The Furniture Ombudsman Website

Consumer Direct

Trading Standards

Citizens Advice

The Office of Fair Trading

Internet Search Engine
(Please Specify) : _____

Other
(Please Specify) _____

Data Protection Act 1998

We will keep records of the information you give us. This helps to monitor the progress of your case and produce statistics. We will collect information in connection with your case from the other parties involved.

We may also give information:

- to the other parties in the case.
- to other organisations who can help in resolving the dispute.
- to The Furniture Ombudsman or other body monitoring the operation of The Furniture Ombudsman or its dispute resolution service.

In signing this form and requesting The Ombudsman's involvement in your complaint, you agree to us holding and using your information in this way.

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Registered office: Chiltern House Stocking Lane Hughenden Valley High Wycombe Buckinghamshire HP14 4ND UK

For internal use only

Ref:	
Consultant	
Instructions approved	
Report approved	
Comments	