

Godfrey Hirst Carpets Register  
PO Box 93  
Geelong Vic 3220

Please place  
postage stamp  
here.

### Godfrey Hirst Contact Details:

For any information about your Godfrey Hirst carpet or any assistance in respect to carpet care or guarantee please contact:

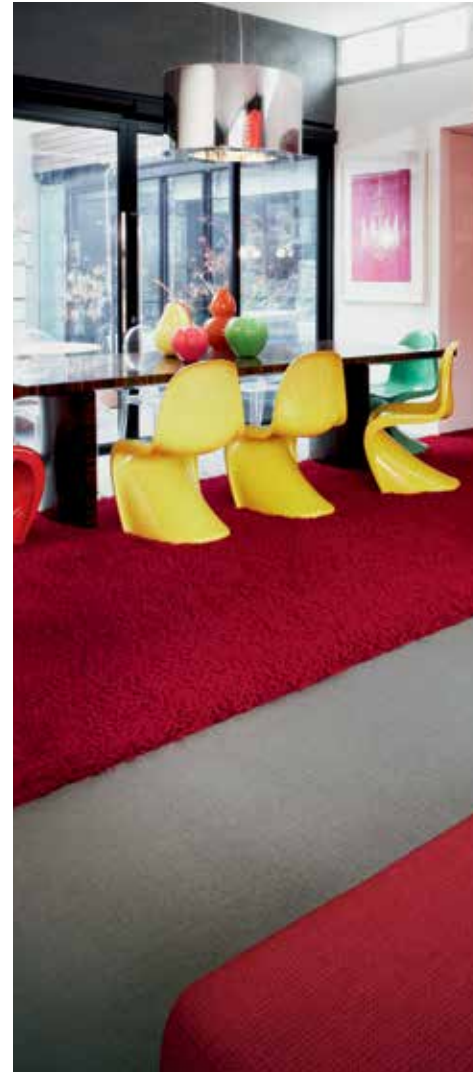
**GODFREY HIRST CUSTOMER SERVICE**  
PO Box 93  
GEELONG VIC 3220

Email: [general.enquiries@godfreyhirst.com](mailto:general.enquiries@godfreyhirst.com)

Freecall: 1800 630 401

[www.godfreyhirst.com](http://www.godfreyhirst.com)

Proudly manufactured by Godfrey Hirst Australia Pty Ltd  
ABN 58 000 849 758



## CARPET MAINTENANCE AND GUARANTEES

### Synthetic Carpets



Australian Edition

The first name in carpet.

Customer Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_  
 Date Purchased: \_\_\_\_\_ Date Installed: \_\_\_\_\_  
 Carpet Name: \_\_\_\_\_ Colour Name: \_\_\_\_\_  
 Metres Purchased: \_\_\_\_\_  
 Retailer: \_\_\_\_\_ Sales Person: \_\_\_\_\_  
 Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

**Godfrey Hirst Guarantee Registration**  
 To help us improve our service to you, please answer the questionnaire below: (Tick where applicable)

- I/We chose this carpet because I/we like the:
  - Colour  Style  Price  Stain resistance  Guarantees
  - Durability  Softness  Fade resistance  Other \_\_\_\_\_
- The carpet was purchased for use in:
  - New home  Refurbishment  Investment/Holiday house
- The carpet was selected by:
  - Myself  My partner  Architect  Interior designer
  - Other \_\_\_\_\_
- I/We started looking for carpet:
  - <6 months  6-12 months  >12months
- I/We last purchased carpet:
  - first purchase  0-3 years ago  3-6 years ago
  - 6-9 years ago  >9 years ago



**Carpet 3**

Godfrey Hirst Product Name: \_\_\_\_\_  
 Colour Number: \_\_\_\_\_  
 Colour Name: \_\_\_\_\_  
 Price per Lineal Metre: \_\_\_\_\_  
 Number of Metres Purchased: \_\_\_\_\_  
 Date of Purchase: \_\_\_\_\_  
 Date of Installation: \_\_\_\_\_

**Retailer:**

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Salesperson: \_\_\_\_\_  
 Signature: \_\_\_\_\_

**Installer:**

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Signature: \_\_\_\_\_

Congratulations, you have just purchased a quality Godfrey Hirst synthetic carpet. Your choice assures you of an investment that will enhance the appearance and comfort of your home for many years to come.

This booklet explains how to keep your carpet's good looks as long as possible and exactly what is covered by our written guarantees.

Godfrey Hirst carpets are marketed throughout Australia and their guarantee information varies from product to product. Your Godfrey Hirst retailer should complete the information set out in the back of this guide and check the specific guarantee that applies to your carpet. To establish the correct guarantee for a particular product, check the guarantee label on the back of the retailer's carpet sample, or if in doubt, ask the store salesperson.

These booklets are freely available through your carpet retailer, our website [www.godfreyhirst.com](http://www.godfreyhirst.com) or by calling the Godfrey Hirst customer service centre on Freecall 1800 630 401. This way you can check the guarantees available on all Godfrey Hirst products prior to purchasing.



## Synthetic Carpets

Synthetic carpets are a popular carpet fibre choice with stain, wear and soil resistance in a wide selection of colours and styles to suit your home.

### SPF™ - Sun Protected Fibre

SPF™ (Sun Protected Fibre) is a revolutionary carpet technology that helps protect your carpet against fading from sunlight and ozone to provide long lasting colour. This gives you the confidence to open up your home and let the sun shine in!

Godfrey Hirst SPF™ carpets come with a 15 Year Colourfast Guarantee\* to protect against fading from sunlight and atmospheric contaminants including ozone.

### Stain and soil resistance

Carpets carrying the Stainblock® guarantee\* are manufactured using an innovative treatment to help protect against staining and soiling to ensure your Godfrey Hirst synthetic carpet stays cleaner for longer.

### Ideal for demanding environments

Both durable and resilient, Godfrey Hirst synthetic carpet fibres easily 'bounce back' into shape, even in high traffic areas.

### Endless colour

Godfrey Hirst synthetic carpet fibres easily accept dye during the manufacturing process for enhanced colour. With so many vibrant colours to choose from, it's easy to find the perfect colour for your floor.

### Stylish

Godfrey Hirst synthetic carpets are available in a wide range of styles. Whether it's a soft plush, a thick twist, a textured loop or a lush frieze, there's a style to suit any décor.

### For all family budgets

Designed with value in mind, there is a Godfrey Hirst synthetic carpet to suit all budgets.

\*Conditions Apply - See page 10.



## Caring For Your Carpet

No carpet lasts forever, but with regular care you can add years to the life of your new carpet. Here are some simple guidelines to ensure you protect your investment.

### Regular Vacuuming

Thorough and frequent vacuuming, particularly in high traffic areas, is important for prolonging the life of your carpet and maintaining its appearance.

After your carpet is laid, vacuum to remove surface lint, dust and fluff. Thereafter, continue to vacuum thoroughly at least weekly and more frequently in high traffic areas. This will remove soil and grit before it works its way below the pile surface, where it is far more difficult to remove and can abrade the carpet and dull its appearance.

Three vacuum passes for light soiled areas is recommended, with five to seven passes for heavily soiled areas. Vacuuming against the natural pile direction first lifts the pile, helping to unsettle and remove dirt and grit while reducing matting. Then, vacuum in the direction of the pile to achieve a uniform finish.

To effectively clean your carpet use only a quality vacuum cleaner. Vacuums fitted with micro filter systems ensure fine particles (such as dust mite allergens) are removed and stay in the collection bag or canister. This is particularly important if you are dust sensitive. A vacuum with a rotating brush which agitates the pile and loosens the soil is best for low cut pile carpet. To prevent excess fuzzing turn the brush off, or change the head when vacuuming loop pile, cut loop pile or berber carpet. Ensure the vacuum is kept in sound mechanical condition and brushes are cleaned and replaced when worn out.

Check and adjust the height of beaters (if fitted) regularly to ensure the carpet is not damaged by excessive beating. For thicker carpets with a higher pile, the height of beaters may be raised and/or suction level reduced to make vacuuming easier. Vacuum cleaner efficiency can be considerably reduced when half full. Change or empty dust collection bags frequently and replace filters as recommended by the manufacturer.

### Spot Cleaning

Carpet is not 100% stain proof but to ensure best results from spot cleaning, follow the easy steps on pages 5 and 6 of this booklet.

### Steam Cleaning

Depending on usage, carpet should be professionally steam cleaned (hot water extraction) every 12-18 months to revitalise your carpet and remove any oily, sticky and well-settled soils that cause gradual, significant dulling of colours. Steam cleaning should only be undertaken by a professional carpet cleaner (who is a member of a professional association) in accordance with Australian/New Zealand Standard AS/NZS 3733:1995. Shampooing, do-it-yourself steam cleaning or dry cleaning is not recommended.

### Other Ways to Protect your Carpet

Place mats at all exterior doorways and entrances to carpeted areas to trap dirt and moisture from shoes. Clean mats regularly.

Use furniture cups and coasters and occasionally rearrange furniture to alleviate pressure marks. Plastic, slip free chair mats should be used under desk chairs with castors. Take care when moving furniture with wheels by placing a protective barrier between the wheels and the carpet.

Use scatter rugs or carpet protectors in high traffic areas and in front of chairs to protect carpet from localised and uneven wearing. Rugs should be cleaned regularly, at which time you should clean and restore the pile of the carpet underneath. Check rugs for colourfastness before placing them on carpet, as the colour in some rugs may bleed through. After cleaning, allow carpet to dry completely before replacing rugs.

Exercise caution with all bleaches, tile cleaners, mildew removers, oven cleaners, drain openers, pool cleaners, plant food and the like. They are strong chemicals that can permanently discolour or dissolve carpet fibres.

In rooms subject to direct sunlight, window tinting will protect your furniture, carpet, curtains and art from the effects of ultra violet light including fading, prolonging their life and maintaining durability. Your furnishings and carpet should also be protected from extended periods of direct sunlight with curtains, blinds or awnings.



## Spot Cleaning Guide

Prompt and immediate attention to any spillages or stains is paramount to avoid the penetration of a stain into the carpet fibres. Liquids (particularly hot liquids) must be attended to immediately. If allowed to cool or dry, the stain will be almost impossible to remove. Care must be taken as haphazard attempts at spot removal can cause permanent stain setting, pile distortion and loss of colour.

### Basic Carpet Cleaning Steps:

1. Immediately remove as much of the spill as possible. For solids use a blunt knife or spoon. Blot up liquids by applying pressure with white paper towels or tissues. Use a wet/dry vacuum for large spills. NEVER scrub or rub the carpet during the stain removal (or rinsing) process as a fuzzy area may result. Always work from the outside of the stain or spillage towards the middle to avoid further spreading using a blotting or dabbing motion.
2. Determine the appropriate method of stain removal. See page 6 of this guide.
3. Pre-test any treatment on a small inconspicuous area of carpet to ensure against damage and possible colour change.

4. Ensure carpet is press dried with a clean white cloth or white paper towel between any step in the treatment process to remove excess moisture. Do not rub, as rubbing can alter the carpet's texture.

5. After the spill or stain has been treated, place several layers of white paper towels over the area and place a flat weight on them until dry. A hair dryer may be used to speed up the drying process but do NOT overheat the area. Do not walk on the carpet until dry.

**6. If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately.**

Stains should be differentiated from soiling. Ensure that any residue from spills or cleaning mixtures are fully removed. For example, many sugar based spills, such as soft drinks and coffee, leave a sugar residue after removal. Similarly, when spills are cleaned with a detergent solution and the area is not sufficiently rinsed, a sticky detergent residue can remain. This sticky residue attracts soil from ordinary foot traffic and the resulting discolouration appears to be a stain. If so, repeat stain removal procedures above.



## Cleaning Treatment

Common Household Food & Beverages – Most common household food and beverage stains (not including stains containing strong dyes or substances which destroy or change the colour of carpet) need to be treated solely with warm, not hot, water immediately applied to the stained area. Repeat treatment above until no stain is evident on the cloth or towels used to press dry the area.

Should the stain remain, using a clean white cloth or sponge, treat with a mixture of 1 teaspoon of a laundry detergent and one teaspoon of white vinegar in 1 litre of warm water. Rinse with warm water, repeating treatment until no stain is evident on cloth or towels.

Other Substances – It is important to identify the source of the stain to ensure use of the appropriate method of removal. Australian/New Zealand Standard AS/NZS 3733:1995 (available from Standards Australia offices in state capital cities) provides a comprehensive guide to cleaning practices and stain removal. Set out below are some general recommendations for removal of common substances. Supermarket cleaning products are not recommended.

Removal of stains is not guaranteed. No responsibility is accepted by Godfrey Hirst for claims arising from any proposed treatments. If stains fail to respond to treatment, call a professional carpet cleaner immediately.



Cleansing Agent/Treatment:	Stain Type	Order of Treatment			
		Step 1	Step 2	Step 3	Step 4
1 Cold water					
2 One teaspoon mild laundry detergent and one teaspoon of white vinegar in one litre of warm water	Blood	1	2	9	
	Chewing gum	3	2	9	
3 Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum	Coffee	2	7	2	9
	Faeces	2	6	9	
4 Clear nail polish remover without lanolin	Nail polish	4	9		
	Paint (latex)	1	2	9	
5 Rust remover (to be applied by a professional carpet cleaner)	Rust	5			
	Soot	8			
6 Clear household disinfectant	Urine (fresh)	1	2	9	
	Urine (old)	2	9		
7 Undiluted white vinegar	Vomit	2	6	9	
8 Vacuum immediately. If any residue call professional carpet cleaner	Wine (white)	2	7	2	9
9 Rinse with warm water					

## Carpet Installation

All carpets should be laid, and to obtain the benefit of the Godfrey Hirst guarantees set out later in the booklet must be laid, in accordance with AS/NZS 2455.1:2007 "Textile floor coverings – Installation practice – General" and the Godfrey Hirst Carpets Installation Recommendations (available at [www.godfreyhirst.com](http://www.godfreyhirst.com) or Freecall 1800 630 401) and should be installed using new underlay. Underlay and carpet is designed to work together as a complete flooring system and underlay should always be used. Quality underlay extends the life of your carpet, while providing better resilience and comfort.

Ask your retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS 4288-2003 i.e. light residential, general, luxury, commercial or heavy commercial) with the quality and proposed use of your carpet.

Insist on trained professional tradespeople to install your carpet. Before making any cut from a roll, ensure your installer examines the carpet and checks for length, quality, pattern, colour and dyelot.

All carpets should be power stretched; otherwise bubbling and wrinkling may occur. Seam adhesive (sealer) must be used for all seams (widthwise and

lengthwise). If the seams are not permanently bonded together, the carpet may unravel and begin to break down at the edges, making it appear badly fitted and causing premature wear. Use a solvent base seam seal adhesive on direct glue down applications or a latex base seam seal adhesive for conventional installations. Seams are not covered by the Godfrey Hirst synthetic guarantees.

Carpet pile should run in the same direction throughout the house, sweeping towards the main entrance where possible. Seams and cross joins in the wrong place can spoil the appearance of your carpet and lead to premature wear. Generally seams should run in the same direction as most foot traffic. Seams should also be avoided in high traffic areas and be kept as far away from windows as possible so light does not fall across the seam making it more obvious. Ask the installer where they will place seams and cross joins.

On stairways the pile should sweep down. A little hidden extra carpet should be folded back at the top and bottom of stairs so as the edges of the tread are worn down, the carpet can be moved to hide the wear point. Purchasing extra carpet to update stairs is recommended.

Failure to have your carpet installed using the above guidelines may adversely affect the performance of your carpet.



# Carpet Characteristics

## Colour Variation

It is normal for installed carpet to show minor colour variation from selling samples or minor variations between production runs and dyelots. Our quality assurance program (Australian/New Zealand AS/NZS ISO 9001:2000 certified) seeks to minimise potential for variance and ensure any variation is within recognised textile industry standards.

Colour appearance can vary depending on the type of light under which a sample is viewed and the light sources where the carpet is installed. Viewing of the sample at your residence and under as many different light conditions as possible prior to making your final decision is recommended.

## Pile Reversal (Shading & Disturbance)

Light can play strange tricks with carpet. From certain angles particular areas appear lighter or darker than others. This is caused by disturbed pile reflecting the light differently in the affected areas. This is a feature characteristic of cut-pile carpets (particularly solid colour).

Temporary changes in appearance may be able to be removed or lessened by vacuuming or brushing of the pile.

However, in fine cut pile carpets, **permanent pile reversal** (shading, watermarking or puddling) can also occur, and at times may become quite severe. Years of research and inquiry have failed to find a reason to explain the underlying cause such that it is considered a phenomenon related to the location of the carpet which cannot be predicted or prevented. It is not a manufacturing defect and apart from affecting appearance, has no detrimental effect on the performance of the carpet. As this characteristic can affect the appearance of a carpet, you are advised to discuss this with your retailer when considering your purchase. Further information on permanent pile reversal is also available from the Carpet Institute of Australia.

## Shift Lines

Shift lines are parallel lines appearing on the surface of patterned loop pile carpets at regular intervals, due to the nature of carpet construction. Lines may be more apparent with “large” designs or patterns. Colour, directional pile lay and light sources are also contributing factors. Certain light sources shining across the carpet may accentuate these lines in the form of shadowing. This is not a manufacturing defect and will not affect the carpet’s wear or durability.

## Design Characteristics

An effect known as phasing can occur where carpet design includes the random use of contrasting colours when at times these colours can coincide in production. Similarly in loop pile carpets, shading effects of colour patterning can appear as panelling down the length of the carpet. Both phasing and panelling are an accepted part of the design and in no way affect the performance of the carpet.

## Appearance Retention

All carpets will change in appearance over time, primarily due to foot traffic.

Matting generally occurs as a result of pile flattening together with the entanglement of fibres tuft to tuft. Over the first three to six months, high traffic areas (eg in front of seating areas, doorways, hallways) usually see initial loss of appearance as the pile yarn “beds down” under traffic. After this the carpet will stabilise and any further flattening and change of appearance is gradual and less noticeable over the life of the carpet. It occurs in all tufted carpets to some degree. This may result in the loss of sharpness of the carpet pattern. Though induced by wear, it is often caused by underlay failure, improper maintenance, including inadequate vacuuming, or inappropriate or ineffective treatment of spots and spills. It is not considered a manufacturing fault unless it happens rapidly or to an unacceptable degree.

Fuzzing or blooming is caused due to the tips of the fibres in a cut pile carpet losing a degree of yarn twist over time. Most apparent in traffic areas or in front of chairs, this is normal and should be expected. Generally fuzzing can be corrected by shearing away the cobweb of fibres on the installed carpet, with use of a special machine.



## Shedding

Shedding is a normal characteristic of cut-pile carpets, particularly staple or spun yarn products. It is caused by some of the outside fibres of yarn bundles becoming detached during early carpet wear stages. Regular cleaning with a vacuum fitted with a beater bar will remove most of the loose fibres during the first year.

## Pattern Matching/Bowing & Skewing

Godfrey Hirst uses the best available techniques to minimise pattern distortion during manufacture. However some distortion due to shrinkage or stretch during and after manufacture is unavoidable. Repeating patterns may not precisely match along the length or width of carpet or from one production run to another. Installation methods and site and storage conditions can also contribute to instability in the pattern, such that perfect pattern match cannot be guaranteed.

Installation of patterned carpet requires more time and effort which should be considered in the original labour quotation. A competent carpet layer should be able to obtain a close pattern match in most circumstances. However some irregularities may still be visible. If concerned, please discuss further with your retailer and/or carpet layer.

All carpets are subject to some degree of bowing and/or skewing. Bowing of up to 40mm over any single width of carpet is generally acceptable. Full details of the tolerances of Godfrey Hirst carpets are set out in the Godfrey Hirst Carpets Installation Recommendations (available at [www.godfreyhirst.com](http://www.godfreyhirst.com) or Freecall 1800 630 401).

## Wrinkling (or Rucking)

Wrinkling may occur after installation due to excessive humidity, inadequate underlay, or not using the recommended installation procedures, especially relative to power stretching. A competent installer can usually correct this problem.

## Fading

All Godfrey Hirst carpets meet Australian Carpet Classification Scheme (ACCS) standards for light fastness. However, carpets like all other dyed textiles, will slowly lose colour over time when exposed to direct sunlight. Carpet should be protected from prolonged periods of direct sunlight with window tinting, curtains, blinds, shades, or awnings and furniture moved periodically to expose all areas evenly.

Colour change can also occur as the result of ozone, emissions from heating fuels and air conditioners, pesticides, cleaning agents, benzol peroxide, and other household items. Care should be taken when using these items.

Colour change can also occur due to ozone damage, which is random and largely unexplained, but appears to be more prevalent in coastal areas with a high ultra-violet content. Some colours are more susceptible than others. If you believe there may be a risk of ozone damage, please discuss your choice with your retailer.

It is not considered to be a manufacturing defect and does not effect the performance of the carpet.

## Missing or Damaged Tufts

Tufts may be damaged or identified as missing following stretching of the carpet during installation, damage caused by pets scratching, or the moving of furniture. In the case of loop pile carpets, tufts can be pulled from the backing resulting in long, lengthwise pulls out of the carpet.

Sprouts, or snagged tufts, can be easily trimmed without damaging the carpet and missing or damaged tufts can be easily replaced by hand or by retufting. These can be readily fixed on site by a skilled installer or carpet professional. It is recommended a small piece of spare carpet be retained to provide a source of additional tufting yarn.



## Consumer Guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement and refund for a major failure and compensation for any other reasonable foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Godfrey Hirst Guarantees

The following guarantees are provided by Godfrey Hirst Australia Pty Ltd ABN 58 000 849 758 (Godfrey Hirst) in respect to its synthetic carpets and the benefits given by them are in addition to other rights and remedies of the consumer under a law in relation to the goods. You can establish the specific guarantees applicable to a particular carpet by checking the labels on the back of the carpet samples or by asking the retailer.

The Godfrey Hirst guarantees are subject to and qualified by the “General Guarantee Conditions” (Page 11) and “Homeowner Obligations” (page 13).



Godfrey Hirst guarantees that the surface pile of the carpet will resist most household food and beverage stains for the number of years set out in the Stainblock® Guarantee label affixed to the sample following original installation.

This guarantee does not mean your carpet is completely stainproof and this guarantee does not cover;

- Stains caused by acids or oil based or wax based substances (including tar, shoe polish, paints, lipstick, mascara, olive oil, pesto), vomit, urine or faeces.
- Stains from food or beverages containing strong dyes (e.g. Mustard, curry, coffee, tea) and extremely hot liquids.
- Stains which become permanent because the care and stain removal procedure contained in this booklet are not carried out.

### Soil Resistance Guarantee

Godfrey Hirst guarantees that your carpet will not have a noticeable colour change due to deposits of dry soil resulting from normal indoor household foot traffic for the number of years set out in the Soil Resistance Guarantee label affixed to the sample following original installation.

## Attempts to clean before making a claim under Stainblock® and Soil Resistance guarantees:

Prior to making a claim under the Stainblock® and Soil Resistance guarantees, you must have attempted to clean the affected area of your carpet using the recommended cleaning procedures; see page 5 and 6 of this booklet. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally steam cleaned. If the affected area still remains unsatisfactory after professional cleaning, notify your retailer as set out in the “Making a Claim” section of this booklet (page 13). To be able to claim under any of the Stainblock® and Soil Resistance guarantees, you must provide proof that professional steam cleaning of the affected area was undertaken within 30 days of your carpet being stained.

### Wear Guarantee

Godfrey Hirst guarantees that the surface pile of the carpet will not abrasively wear more than 10% within the period set out in the wear guarantee label affixed to the sample, following the original installation (the percentage wear being determined by Godfrey Hirst after inspection and testing of the carpet).

Abrasive wear means actual fibre loss from the pile of the carpet and does not include other changes in carpet appearance: eg. matting (the loss of twist from the tips of pile and entanglement of the fibre), or crushing (the non-restorable loss of pile thickness due to foot traffic, a castor wheel or pressure of furniture).

### Anti-Static Guarantee

Static electricity is an accumulation of an electrostatic charge. Godfrey Hirst guarantees for the life of the carpet that your carpet will not generate static electricity in excess of 3.5 kilovolts when tested according to AATCC 134 - a laboratory simulation assessing the static generating tendency developed when a person walks over carpet. This means your carpet will not cause discomfort which can be caused by static build up.

### Insect Protection Guarantee

Godfrey Hirst guarantees that your carpet will not require any chemical treatment or application, to guard against insect attacks such as carpet beetles, moth larvae or other insects for the life of the carpet.

### Anti-Microbial Guarantee

Godfrey Hirst guarantees that the pile of your carpet has been treated with an anti-microbial treatment to fight the spread of disease.



## Guarantee

Sun Protected Fibre™ (SPF) technology protects against colour fading and helps to guard against atmospheric contaminants.

Godfrey Hirst guarantees that for the period set out in the SPF™ colourfast guarantee label affixed to the sample, following the original installation your SPF™ carpet will not show a permanent colour change due to exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than two units as measured by the American Association of Textile Chemists and Colorists (AATCC) Gray Scale (which is an internationally recognised comparison system to determine the extent of colour differences). Colour changes of less than two units should not significantly impact upon the visual appearance of your carpet.

### Colourfast Guarantee

Godfrey Hirst guarantees that for the period set out in the colourfast guarantee label affixed to the sample, following the original installation your Godfrey Hirst synthetic carpet will not show a permanent colour change due to exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than two units as measured by the American Association of Textile Chemists and Colorists (AATCC) Gray Scale (which is an internationally recognised comparison system to determine the extent of colour differences). Colour changes of less than two units should not significantly impact upon the visual appearance of your carpet.

Any changes in carpet colour or fading or other discolouration resulting from other external causes such as spills of household chemicals and other non-food and non-beverage substances or chemical influences are excluded from the SPF™ colourfast and colourfast guarantees.

### Lifetime Manufacturers Defect Guarantee Conditions

Godfrey Hirst is so confident as to its manufacturing process that your synthetic carpet is guaranteed against all manufacturing defects for the life of the carpet.

### General Guarantee Conditions

These Godfrey Hirst synthetic guarantees apply only;

- In Australia;
- In respect of carpet purchased after 1 December 2012;

- To the original purchaser of the carpet;
- To carpet professionally installed over underlay in accordance with the installation recommendations set out in this booklet under “Carpet Installation” (page 7);
- To new, first quality carpet; and
- To carpet used in an owner-occupied single-family residential home, excluding where used in bathrooms, kitchens and utility areas such as laundries, wet areas, home gyms and areas subject to significant non foot traffic.

The Godfrey Hirst synthetic guarantees immediately cease to apply if the home ceases to be an owner occupied, single family residence; for example, if the home is tenanted or used by more than one family. The Godfrey Hirst synthetic guarantees are not transferable.

Godfrey Hirst synthetic guarantees do not cover:

- Damage due to improper installation (eg. wrinkling, tuft losses, seam peaking) or due to the failure or non usage of underlay.
- Damage caused by improper maintenance and/or by failing to carry out proper routine maintenance in accordance with the recommendations described in this booklet under “Caring for Your Carpet” (page 4).
- Damage resulting from risks covered by a generally available home owner insurance policy, or accidents (other than events specifically guaranteed), abuse (being any use considered unreasonable given the normal and expected use of carpet in an owner-occupied single-family residence), burning, flooding, persistent moisture, cutting, pet damage, or smoke.
- Damage caused by use in excess of the recommendation/s made on the ACCS rating shown on the ACCS label on the back of the sample. The ACCS User Guide, explaining the recommendations, is available at [www.carpetinstitute.com.au/accs/index.htm](http://www.carpetinstitute.com.au/accs/index.htm).
- Damage caused by, or where the soil resistance, stain resistance and/or other attributes of the carpet are adversely affected by strong chemicals (e.g. bleach, pool chemicals), or the application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resistance, some cleaning agents).

## What Godfrey Hirst Will Do If Your Carpet Fails To Perform:

If any part of your carpet fails to perform in accordance with any of the Godfrey Hirst synthetic guarantees, you can make a claim with your retailer (see page 13). Upon acceptance of your claim, Godfrey Hirst will supply, free of charge, the following percentage (in metres) of Godfrey Hirst carpet of the same or comparable quality, to replace the affected area of carpet, extending to the nearest wall, doorway or entrance. Godfrey Hirst will cover the reasonable cost of the installation of the replacement carpet (excluding the cost of underlay). An order must be placed through your original retailer (or another retailer in your area nominated by Godfrey Hirst) of which you will be responsible to pay for the balance of the carpet and installation costs relating thereto.

### 5 Year Guarantee

Year in which the claim is made, calculated from the date of purchase:	Percentage:
Years 1 and 2	100%
Year 3	70%
Year 4	40%
Year 5 and thereafter	20%

### 7 Year Guarantee

Year in which the claim is made, calculated from the date of purchase:	Percentage:
Years 1 to 3	100%
Year 4	70%
Year 5	40%
Year 6	20%
Year 7 and thereafter	10%

### 10 Year Guarantee

Year in which the claim is made, calculated from the date of purchase:	Percentage:
Years 1 to 3	100%
Years 4 to 5	70%
Years 6 to 7	40%
Years 8 to 9	20%
Year 10 and thereafter	10%

### 15 Year Guarantee / Lifetime Guarantee

Year in which the claim is made, calculated from the date of purchase:	Percentage:
Years 1 to 3	100%
Years 4 to 6	70%
Years 7 to 9	40%
Years 10 to 12	20%
Year 13 and thereafter	10%

### SPF™ Guarantee

Year in which the claim is made, calculated from the date of purchase:	Percentage:
Duration of Guarantee	100%

In relation to claims made under the Godfrey Hirst synthetic guarantees, Godfrey Hirst will not reimburse or pay for your time associated with making the claim, new underlay, the cost of cleaning, repainting, expert advice, obtaining quotations, accommodation, moving or replacing furniture, equipment or fittings or the disposal of carpet, underlay or packaging.



## Homeowner Obligations

In addition to you complying with the other conditions which apply to the Godfrey Hirst synthetic guarantees, in order to obtain and maintain your coverage under the Godfrey Hirst synthetic guarantees, you must:

- Keep proof of purchase in the form of a receipt, bill, invoice or statement from the retailer, showing the price you paid for the carpet and the date of its purchase, together with proof of installation date.
- Have your carpet installed in accordance with Australian/New Zealand Standard AS/NZS 2455.1:2007 "Textile floor coverings – Installation practice – General" and otherwise in accordance with the guidelines set out in this booklet.
- Maintain your carpet with regular vacuuming and cleaning.

So Godfrey Hirst has a record of your purchase, you should complete the guarantee form attached to this booklet and return it to Godfrey Hirst within 30 days of the purchase of your Godfrey Hirst synthetic carpet.

## Making A Claim

Should you believe your carpet is failing to perform in accordance with these Godfrey Hirst synthetic guarantees or your Australian consumer law rights, please notify your retailer to arrange an on site inspection of the installation. Be sure to describe the specific problem including photographs of the issue (if possible) and to include a copy of your proof of purchase. The retailer will take appropriate action, including the notification to Godfrey Hirst if necessary. You must bear your expenses of claiming under the Godfrey Hirst synthetic guarantees.

Should you be unable to contact your retailer, or if you do not get a satisfactory response from your retailer, please contact Godfrey Hirst directly. Our contact details are on the back of this booklet.



# Godfrey Hirst Purchase Record

Attach purchase  
receipt here

## Carpet 1

Godfrey Hirst Product Name:

Colour Number:

Colour Name:

Price per Lineal Metre:

Number of Metres Purchased:

Date of Purchase:

Date of Installation:

## Carpet 2

Godfrey Hirst Product Name:

Colour Number:

Colour Name:

Price per Lineal Metre:

Number of Metres Purchased:

Date of Purchase:

Date of Installation: