

# CARPET MAINTENANCE AND GUARANTEES

**Wool Carpets**



*Godfrey Hirst* C A R P E T S

Congratulations.

You have just purchased a quality Godfrey Hirst carpet. Your choice of a Godfrey Hirst carpet 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 web site [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.



## Wool – The Natural Choice

Wool has been a popular fibre for centuries due to its proven performance capabilities and natural resistance to soiling, staining and flame.

### Natural Product

Wool is a natural product, biodegradable and a renewable resource. Generally wool is non-toxic, hypo-allergenic and will not support bacterial growth.

Soft, resilient, luxuriously comfortable and warm, yet one of the coolest fibres available, wool is the ideal choice for your home.

### Natural Stain/Soil Resistance

Wool carpet has long been acknowledged for its unique natural ability to resist dirt, stains and spills. This means that stain resistance treatments are usually not necessary. With its unique and complex structure, wool's hard, microscopic external fibre scales give your carpet natural stain and soil resistance.

Wool is one of the most forgiving and easiest fibres to clean and maintain. As wool does not easily attract lint, vacuum cleaning is easier, and in wet cleaning, fibres swell and release dirt particles.

### Natural Safety

Wool carpets are renowned for their outstanding performance not only because of appearance retention and durability, but because of their natural safety features.

Wool is flame resistant due to its high moisture and protein content, difficult to ignite, with low flame spread and heat release properties. Wool does not melt or drip and has excellent self-extinguishing properties.

### Natural Static Resistance

The high moisture content of wool makes wool carpets naturally resistant to static buildup, reducing the risk of shocks.

### Natural Indoor Hygiene

A well maintained wool carpet absorbs airborne particles, fumes and noise, improving indoor air quality and general environment.

### Quality Assurance

All Woolmark and Woolmark Blend labelled carpets, are quality assured, having been subjected to twenty-four stringent performance tests specified by The Woolmark Company.



## Caring for your Carpet

No carpet lasts forever, or is 100% stain proof, 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

It is important to vacuum your carpet thoroughly and frequently, particularly in high traffic areas. Vacuuming not only prolongs the life of the carpet, but also enhances its appearance.

After your carpet is laid, vacuum lightly and frequently in the first week 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 surface of the pile where it is far more difficult to remove and can abrade the carpet and dull its appearance.

Three vacuum passes for light soiled areas will suffice while five to seven passes for heavily soiled areas are necessary. Vacuuming first against the natural pile direction lifts the pile helping to unsettle and remove dirt and grit while reducing matting. When finishing, 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 dustmite allergens) are removed and stay in the collection bag (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. Suction efficiency of vacuum cleaners is reduced considerably when bags are 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 the natural resistance of wool fibres provides you with time to act as liquid spills stay on top of the pile longer,

rather than seep into the base of the pile and backing. To ensure best results from spot cleaning, refer to the Cleaning Guide section on pages 5 and 6 of this booklet.

### Steam Cleaning

Depending on usage carpet should be professionally steam cleaned every 12 to 18 months. Oily, sticky soil and well-settled soil that vacuums don't remove causes gradual but significant dulling of colours. To remove and revitalize your carpet, use hot water extraction cleaning (steam cleaning).

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

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

Furniture – Use furniture cups and occasionally rearrange furniture to alleviate pressure marks. Chair pads should be used under desk chairs with castors. The use of furniture coasters to distribute the weight of heavy items is also recommended, especially for furniture with wheels. Take care when moving furniture with wheels by putting a protective barrier between the wheels and the carpet.

Rugs – 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 replacement of rugs.

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

Direct Sunlight – Protect your carpet from prolonged periods of direct sunlight with curtains, blinds or awnings.

## Godfrey Hirst 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 hairdryer maybe 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 approved wool 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 cannot be 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
1 Cold water				
2 1 teaspoon mild laundry detergent approved for wool and one teaspoon of white vinegar in 1 litre of warm water	Blood	1	2	8
	Chewing gum	3	2	8
3 Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum	Coffee	2	8	
	Faeces	2	6	8
4 Clear nail polish remover without lanolin	Nail polish	4		
	Paint (latex)	1	2	
5 Rust remover (to be applied by a professional carpet cleaner)	Rust	5		
6 Clear household disinfectant	Soot	7		
7 Vacuum immediately. If any residue call professional carpet cleaner	Urine (fresh)	1	2	8
	Urine (old)	2	8	
8 Rinse with warm water	Vomit	2	6	8
	Wine (white)	2	8	

### Moths and Carpet Beetles

All Godfrey Hirst woollen carpets have insect resist treatments applied during manufacture. However, moths/beetles in some areas have developed a tolerance to treatments.

Good housekeeping is essential to control textile pests. Regular vacuuming along skirtings, under furniture and in corners will discourage insects and reveal any infestations at an early stage.

If you believe there maybe a minor infestation, you should thoroughly vacuum the area (spraying the contents of the vacuum cleaner with insecticide prior to disposal) and treat the infested area, extending 15 cm beyond the boundaries of the activity, with an insecticidal aerosol spray or dust following the manufacturer's directions and precautions. In the case of serious infestations or if the initial treatment is not successful, it is recommended that you contract a professional pest control operator.

## Carpet Installation

All carpets should be laid in accordance with AS/NZS 2455.1:1995 "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).

**Installers** – Insist on trained professional tradesmen to install your carpet.

**Check First** – Before making any cut from a roll, ensure your installer examines the carpet and checks for length, quality, pattern, colour and dyelot. Once a roll has been cut, claims will generally not be accepted for these issues.

**Power Stretching** – All carpets should be power stretched. Bubbling and wrinkling may occur if carpet is not adequately power stretched during installation.

**Seams** – Seam adhesive (sealer) must be used for all seams, widthwise and lengthwise in all installations. Use a solvent base seam seal adhesive on direct glue down applications. On conventional installations use a latex base seam seal adhesive. 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. Seams are NOT covered by manufacturer's guarantees or warranties.

**Pile Direction** – 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 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.

**Stairs** – 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 redo stairs subject to a lot of wear is recommended.

**Underlay** – Underlay and carpet is designed to work together as a complete flooring system. Generally quality underlay will extend the life of your carpet, while giving better resilience and comfort. Ask your retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per Australian Standard TM AS 4288-2003 ie light residential, general, luxury, commercial or heavy commercial) with the quality and proposed use of your carpet.

**Failure to have your carpet installed using the above guidelines can void your guarantees.**



## 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 maybe 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 carpet's performance.

### 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. It occurs in all tufted carpets to some degree, but is more likely to occur in high traffic areas (eg. in front of seating areas, doorways etc). 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 40 mm 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 lightfastness. 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 curtains, blinds, shades, or awnings and furniture moved periodically to expose all areas evenly.

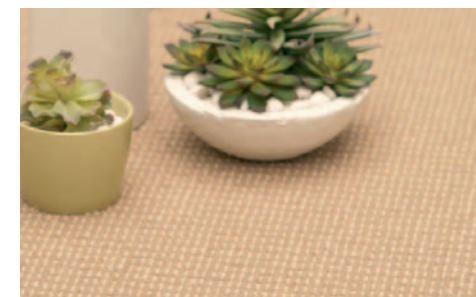
Colour change can also occur as the result of ozone, emissions from heating fuels and airconditioners, pesticides, cleaning agents, benzol peroxide, and other household items. Care should be taken when using these items. The occurrence, known as ozone damage, is largely unexplained, but appears to be more prevalent in coastal areas with a high ultra-violet content. Some colours are more susceptible than others. If you believe there maybe 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.



## Godfrey Hirst Guarantee

You can establish the specific guarantee applicable to a particular carpet by checking the labels on the back of the carpet samples, or by asking the retailer. All of the following guarantees are subject to the general guarantee conditions set out at page 10 and 11 of this booklet.

### Wear Guarantee

Godfrey Hirst guarantees that the surface pile of your Godfrey Hirst carpet, given normal domestic wear, will not abrasively wear more than 10% within the number of years set out in the Wear Guarantee label affixed to the sample following original installation (the % wear being determined by Godfrey Hirst after inspection and testing of the carpet).

Abrasive wear means fibre-loss from the carpet through normal abrasion, not from crushing or flattening of the carpet pile in any area, or from staining, soiling, fading, or other changes in carpet appearance. Matting (being the loss of twist from the tips of pile and entanglement of fibre), crushing (being the non-restorable loss of pile thickness due to foot traffic, a castor wheel or pressure of furniture) or any other change in appearance retention do not constitute abrasive wear and are excluded from this guarantee.

Also specifically excluded from this guarantee, in addition to exclusions set out in the General Guarantee Conditions is damage caused by tears, pulls, pilling, burns, furniture or wheels.

### General Guarantee Conditions

This guarantee applies only in Australia and New Zealand in respect of carpet purchased after July 1, 2005. Consumer rights remain in effect in addition to this guarantee.

Godfrey Hirst guarantees are extended to the original purchaser of the carpet and are not transferable. The guarantee is solely for the domestic indoor use of the carpet in an owner-occupied single-family private residence in accordance with the recommendation/s made on the ACCS and the Woolmark/Woolmark Blend ratings (if applicable). The guarantee only applies to first quality carpets and are not applicable to carpets sold as seconds, irregulars, shorts or used. The guarantee only covers the surface pile and not the carpet backing.

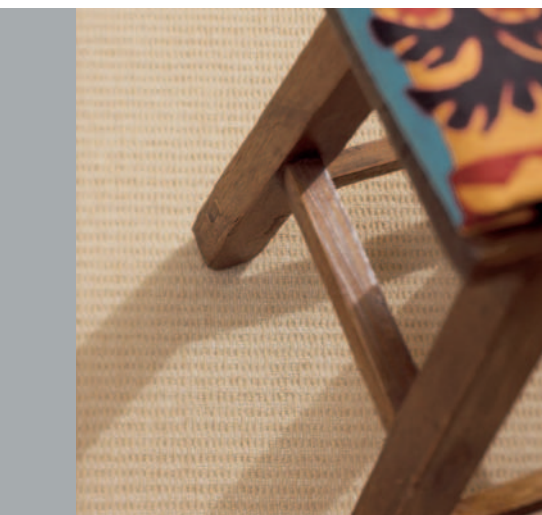
Carpets must be properly installed over underlay in accordance with the installation recommendations set out in this brochure under "Carpet Installation".

Carpet also requires routine maintenance, and should be properly maintained in accordance with the recommendations described in this brochure under "Caring for your Carpet", including steam cleaning performed by a trained, qualified carpet care professional at least every 12-18 months as specified. Failure to appropriately install the carpet and to provide such care could void all or part of the guarantee coverage.



The guarantee does not cover:

- any non-residential or commercial applications of the carpet or tenancing of the premises in which the carpet has been installed
- any carpet installed on stairs (unless appropriately stair rated by the ACCS scheme), outdoors or in utility areas such as bathrooms, kitchens etc
- any defects due to improper installation (eg. wrinkling, tuft losses, seam peaking) or due to the failure or non usage of underlay
- damage to the carpet caused by improper maintenance, application of improper cleaning agents, methods, mishaps or inadequate care
- abuse by any athletic equipment such as roller skates, golf shoes or gym equipment
- damage or appearance problems caused by wrapping carpet around nosing of stairs
- changes in carpet colour or fading or other discolouration resulting from external causes, such as spills of household chemicals, other non-food or non-beverage substances, or atmospheric or chemical influences
- damage resulting from accidents, abuse (being any use considered unreasonable given the normal and expected use of carpet in a residence) or abnormal wear (soiling, burning, flooding, cutting, pet damage, smoke etc) or from wetting or persistence of excessive moisture or exposure to very hot substances
- any carpet which has been treated after installation with any protective material or defects or damage due to application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning agents etc) which has adversely affected the soil resistance, stain resistance and/or other attributes of the carpet
- normal or minor differences between the colour and texture of samples and the installed carpet.





**What Godfrey Hirst will do if your carpet fails to perform:**

If any part of your carpet fails to perform in accordance with a guarantee applicable to the carpet, Godfrey Hirst will offer an allowance or arrange a credit equal to the cost of the carpet material only, in the affected area. The credit will apply only to a new carpet of the same or comparable quality carpet manufactured by Godfrey Hirst, depreciated as set out below:

**5 Year Guarantee Replacement**

First 2 years	100%
3rd Year	70%
4th Year	40%
5th Year	20%

**7 Year Guarantee Replacement**

First 3 years	100%
4th Year	70%
5th Year	40%
6th Year	20%
7th Year	10%

**10 Year Guarantee Replacement**

First 3 years	100%
Years 4-5	70%
Years 6-7	40%
Years 8-9	20%
Year 10	10%

**15 Year Guarantee Replacement**

First 3 years	100%
Years 4-6	70%
Years 7-9	40%
Years 10-12	20%
Years 13-15	10%

GODFREY HIRST EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE GUARANTEES. This includes any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet, including without limitation, mileage, movement of furniture, delivery delays, extra handling and labour involved in bordering or sculpturing.



**Implied Guarantees**

Godfrey Hirst guarantees that its carpets which display the ACCS mark and the Woolmark/Woolmark Blend labels will be appropriate for use for the purposes described on the labels. Otherwise, to the fullest extent permitted by law, any implied guarantee or condition, statutory or otherwise, and whether as to quality, capability, condition or fitness for any particular purpose, is expressly excluded. In the case of replacement of goods installed under 12 months, a usage factor of 20% per annum will be deducted.

To the fullest extent permitted by law, liability of Godfrey Hirst for breach of any condition implied by any consumer legislation (other than a condition implied by section 69 of the Trade Practices Act), is limited to any one of the following as determined by Godfrey Hirst:

- replacement of the goods sold or the supply of equivalent goods
- repair or restoration of the goods sold
- payment of up to the value of the goods sold or of replacing, repairing, restoring the goods sold or of acquiring the equivalent goods.

Godfrey Hirst will not, unless otherwise required by consumer legislation, be liable or otherwise responsible for the cost of furniture and fittings removal. Godfrey Hirst will not accept any liability or responsibility for any special, incidental or consequential damages or expenses of any kind, whether resulting from the wilful negligence of Godfrey Hirst or not, even if Godfrey Hirst has been advised of the possibility of such potential loss or damage.

**Homeowner Obligations**

In order to maintain and protect your coverage under the terms of this guarantee, 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, together with proof of installation date
- have your carpet installed in accordance with Australian/New Zealand Standard AS/NZS 2455.1:1995 "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
- be able to demonstrate steam cleaning by a reputable professional carpet cleaner at least every 2 years in the form of a receipt, invoice or statement including a description of the cleaning service provided.

Guarantees should also be validated by submission of the completed guarantee form within thirty days of installation of your Godfrey Hirst carpet.

**Making a Claim**

Should you believe your carpet is failing to perform in accordance with these guarantees or your consumer rights, please notify your retailer to arrange an on site inspection of the installation. Be sure to describe the specific problem, and to include a copy of your invoice. The retailer will take appropriate action, including the notification to Godfrey Hirst if necessary.

Should you be unable to contact your retailer, or if you do not get a satisfactory reply from them, please contact Godfrey Hirst directly. Refer to contact details 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:

No of Metres Purchased:

Date of Purchase:

Date of Installation:

**Carpet 2**

Godfrey Hirst Product Name:

Colour Number:

Colour Name:

Price per Lineal Metre:

No of Metres Purchased:

Date of Purchase:

Date of Installation:

**Carpet 3**

Godfrey Hirst Product Name:

Colour Number:

Colour Name:

Price per Lineal Metre:

No of Metres Purchased:

Date of Purchase:

Date of Installation:

**Retailer:**

Name:

Address:

Telephone:

Salesperson:

Signature:

**Installer:**

Name:

Address:

Telephone:

Signature:



## 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**  
**GEEELONG VIC 3220**

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

Freecall: **1800 630 401**

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

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ABN 58 000 849 758



*Godfrey Hirst* C A R P E T S