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here.

Godfrey Hirst  
C A R P E T S

The first name in carpet.

Godfrey Hirst Carpets Register  
PO Box 93  
Geelong Vic 3220

### 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



97795 0213

## CARPET MAINTENANCE AND GUARANTEES Wool 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: \_\_\_\_\_

For a full copy of the Godfrey Hirst privacy policies regarding use of personal details and information collected by Godfrey Hirst Carpets, please call 1800 630 401 or refer to www.godfreyhirst.com

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: \_\_\_\_\_  
 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 wool 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 wool 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.

Godfrey Hirst Carpets has combined the latest manufacturing technology with Mother Nature's natural wool fibres, to create the finest wool carpets.

### Natural Product

Wool is a natural, biodegradable product 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.

### A Palette To Suit Your Taste

Whatever your taste, there's a Godfrey Hirst wool carpet to suit your décor. You can choose from a wide range of natural shades.

### 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.

### Easy Maintenance

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 Insulation

Wool's natural properties help to keep your home cool in summer and warm in winter. What's more, wool carpets have excellent acoustic insulation to keep indoor noise levels down.

### 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.

With these great benefits it's only natural to want a Godfrey Hirst wool carpet for your home.



## 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 also assisting to enhance 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. 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 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, 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, plant food and the like. They are strong chemicals that can permanently discolour or dissolve carpet fibres.

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

## Spot Cleaning Guide - Godfrey Hirst Wool / Wool Blend Carpets

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 towel 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 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 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.*



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

## 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 are 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 wool 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. 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 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 curtains, blinds, shades, or awnings and

furniture moved periodically to expose all areas evenly.

Some quality wool carpets will upon initial exposure to light undergo a rapid lightening/brightening over the first few weeks. This is an inherent phenomenon referred to as **first fade**.

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. 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 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 onsite 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 Wool Guarantees

The following guarantees are provided by Godfrey Hirst Australia Pty Ltd ABN 58 000 849 758 (Godfrey Hirst) in respect to its wool and wool blend carpet samples, which carry a label specifying all or some of the guarantees, depending on the product. The benefits given by these guarantees are in addition to other rights and remedies of the consumer under a law in relation to the goods. Not all guarantees apply to all Godfrey Hirst wool and wool blend carpets. 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 wool guarantees are subject to and qualified by the “General Guarantee Conditions” (page 11) and “Homeowner Obligations” (page 13).

### Wear Guarantee

Godfrey Hirst guarantees that the surface pile of your Godfrey Hirst wool 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).

### Lifetime Manufacturer's Defect Guarantee

Godfrey Hirst is so confident as to its manufacturing process that your wool carpet is guaranteed against all manufacturing defects for the life of the 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 wool carpet will not show a permanent colour change from exposure to sunlight or atmospheric contaminants (including ozone or oxides of nitrogen) greater than three 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 three units should not significantly impact upon the visual appearance of your carpet.

Any changes in carpet colour or fading or other discolouration resulting from first fade (see page 9 for a full explanation) or from other external causes such as spills of household chemicals and other non-food and non-beverage substances or chemical influences are excluded from this guarantee.

### Insect Resist Guarantee

Your Godfrey Hirst wool carpet has been treated to deter insect and moth infestation. The treatment does not stop insects from entering your home and moths/beetles in some areas have developed a tolerance to treatments. The insect deterrent treatment is embedded in the carpet fibre and needs to be ingested by the insect to have an effect and stop further spreading – such that some fibre loss may occur and good housekeeping is essential. Regular vacuuming along skirtings, under furniture and in corners will discourage insects and reveal any infestations at an early stage. If you believe there may be 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.

Godfrey Hirst guarantees that, provided your carpet is maintained as set out above, your carpet will not show visible damage due to insects within the period set out in the insect resist guarantee label affixed to the sample following original installation.

## General Guarantee Conditions

These Godfrey Hirst wool 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 and areas subject to significant non foot traffic.

The Godfrey Hirst wool 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 wool guarantees are not transferable.

Godfrey Hirst wool guarantees do 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 designated "suitable for stairs" on the ACCS label on the back of the sample), outdoors, in utility areas such as bathrooms, kitchens, laundries, wet areas or in areas subject to other than ordinary foot traffic.
- 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, application of improper cleaning agents, methods, mishaps (other than events specifically guaranteed) or damage caused 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 caused by sporting equipment such as roller skates, golf shoes or gym equipment.
- Damage or appearance problems caused by wrapping carpet around nosing of stairs.
- Damage resulting from 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, cutting, pet damage (other than by domestic pet urine or faeces), or smoke.
- Damage caused by risks covered by a generally available home owner insurance policy.
- Damage caused by wetting or persistence of excessive moisture or exposure to very hot substances (other than most food or beverage spillages).
- 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).
- Carpet which has been treated after installation with any protective material.
- Damage caused by, or where the soil resistance, stain resistance and/or other attributes of the carpet are adversely affected by 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 these Godfrey Hirst wool guarantees, Godfrey Hirst will offer you an allowance or a credit (to be redeemed through your original retailer or another retailer in your area nominated by Godfrey Hirst) against:

- The purchase price of Godfrey Hirst carpet which is the same or of comparable quality to replace the affected area of the carpet, extending to the nearest wall, doorway or entrance, and;
- The reasonable cost of its installation (but excluding the cost of underlay),

Calculated as follows:

### 5 Year Guarantee

Year in which the claim is made, calculated from the date of purchase:	Percentage of original retail cost of your Godfrey Hirst wool carpet including installation but excluding underlay:
Years 1 and 2	100%
Year 3	70%
Year 4	40%
Year 5	20%

### 7 Year Guarantee

Year in which the claim is made, calculated from the date of purchase:	Percentage of original retail cost of your Godfrey Hirst wool carpet including installation but excluding underlay:
Years 1 to 3	100%
Year 4	70%
Year 5	40%
Year 6	20%
Year 7	10%

### 10 Year Guarantee

Year in which the claim is made, calculated from the date of purchase:	Percentage of original retail cost of your Godfrey Hirst wool carpet including installation but excluding underlay:
Years 1 to 3	100%
Years 4 to 5	70%
Years 6 to 7	40%
Years 8 to 9	20%
Year 10	10%

### 15 Year/Lifetime Guarantee

Year in which the claim is made, calculated from the date of purchase:	Percentage of original retail cost of your Godfrey Hirst wool carpet including installation but excluding underlay:
Years 1 to 3	100%
Years 4 to 6	70%
Years 7 to 9	40%
Years 10 to 12	20%
Years 13 and over	10%

In relation to claims made under the Godfrey Hirst wool guarantees, Godfrey Hirst will not reimburse or pay for your time associated with making the claim, new underlay, the cost of cleaning, expert advice, obtaining quotations, 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 wool guarantees, in order to obtain and maintain your coverage under the Godfrey Hirst wool 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 wool carpet.

## Making A Claim

Should you believe your carpet is failing to perform in accordance with these Godfrey Hirst wool 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 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 wool 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:

Metres Purchased:

Date of Purchase:

Date of Installation:

## Carpet 2

Godfrey Hirst Product Name:

Colour Number:

Colour Name:

Price per Lineal Metre:

Metres Purchased:

Date of Purchase:

Date of Installation: