

# WOOL CARPET

MAINTENANCE  
& GUARANTEES  
GUIDE

AUSTRALIAN  
EDITION

*Godfrey Hirst* CARPETS

[WWW.GODFREYHIRST.COM](http://WWW.GODFREYHIRST.COM)

# W O O L C A R P E T

Thank you for considering a Godfrey Hirst wool carpet. This booklet provides a full explanation of Godfrey Hirst Wool Carpet Guarantees and assistance to help you select the best Godfrey Hirst wool carpet to suit your home. There are also useful tips on how to keep your Godfrey Hirst wool carpet looking its best year after year.

Godfrey Hirst wool carpets have a wonderful range of features to create inspiring interior spaces:

- The latest colours and styles
- 100% renewable, natural fibre
- Hypoallergenic
- Naturally insulating and flame and stain resistant
- Warmer in winter and cooler in summer
- Industry leading, Australian-serviced guarantees



# CONTENTS

---

|    |  |
|----|--|
| 4  | <i>Selecting your carpet</i>           |
| 6  | <i>The natural choice</i>              |
| 8  | <i>Caring for your carpet</i>          |
| 10 | <i>Installation</i>                    |
| 12 | <i>Spot Cleaning Guide</i>             |
| 14 | <i>Carpet Characteristics</i>          |
| 18 | <i>Godfrey Hirst Wool Guarantees</i>   |
| 19 | <i>Consumer Guarantees</i>             |
| 20 | <i>General Guarantee Conditions</i>    |
| 21 | <i>If Your Carpet Fails to Perform</i> |
| 22 | <i>Homeowner Obligations</i>           |
| 22 | <i>Making a Claim</i>                  |
| 23 | <i>Purchase Record</i>                 |

# SELECTING YOUR CARPET

---

Some of the most important things to consider when choosing carpet include which rooms of your home you are carpeting, your lifestyle and décor. How much foot traffic is your new carpet likely to be exposed to? Do you have children or pets?

Answering these questions helps you to select a suitable carpet colour and style for your home.

A carpet's appearance, texture and longevity are largely determined by its fibre type. Godfrey Hirst wool carpets are inherently soft and resilient, with a natural ability to resist dirt, stains and spills.

When selecting carpet, you should view a sample at your home during the day and at night prior to making your final decision, as colour appearance can often vary under different lighting conditions. Darker, multi-coloured and patterned carpets are especially effective at hiding soiling compared to solid shade, lighter carpets.

Carpets with soft, luxurious, long pile can be susceptible to tracking (see page 17), while plush and twist pile carpet constructions can show a suede-like pile reversal (see page 15), and textured and loop pile carpets offer a uniform finish.

These characteristics are a matter of personal taste and should be taken into account when selecting your carpet.

Domestic pets are best suited to plush and twist pile carpets as their claws do not catch like they can with textured or loop pile carpets.

Many Godfrey Hirst wool carpets are durable and fade resistant to provide long lasting comfort in your home. You should seek to buy the highest quality carpet you can afford so you can enjoy it for years to come.



# 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 has combined the latest manufacturing technology with natural wool fibres, to create the finest wool carpets.

## ***Natural Product***

Wool is a natural, biodegradable product and a renewable resource. Wool is inherently non-toxic, hypo-allergenic and does 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 not necessary. With its unique and complex structure, wool's durable, 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. Wool does not easily attract lint for easier vacuuming and fibres swell and release dirt particles during steam cleaning.

## ***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 low.

## ***Natural Safety***

Wool carpet is renowned for its outstanding performance not only because of appearance retention and durability, but because of its 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***

The quality of Australian and New Zealand made Godfrey Hirst wool carpet starts with the use of premium wool yarns. The emphasis on quality continues with superior craftsmanship in our tufting facilities and the focus of our quality assurance department.

All Godfrey Hirst wool carpets are manufactured under a management system certified as complying with the internationally recognised ISO 9001 Quality Management and AS/NZS 4801 Occupational Health and Safety Management.

### ***Environmental Commitment***

Our manufacturing facilities in Australia and New Zealand aim to minimise or eliminate all adverse impacts on the environment. This includes reducing pollution and seeking ecologically sustainable waste management systems while operating under a certified ISO 14001 Environmental Management System.

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

# C A R I N G F O R Y O U R C A R P E T

---

## ***Regular Vacuuming***

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

Consider your carpet type when selecting a vacuum. Adjustable height and suction are important features as they enable your vacuum to be used on a wide variety of carpet constructions.

Luxuriously thick, soft cut pile carpets: Use a high height setting so any beater bar/rotating brush just lightly touches the carpet surface. Use a suction level that allows the vacuum to move easily whilst lifting dirt and other foreign matter. Avoid vacuums with very concentrated or sealed suctions. Large wheels will ensure the vacuum glides easily across the carpet.

Loop pile or long pile carpets (including cut loop and berber): Vacuum with suction only. Turn off any beater bars (to prevent "fuzzing").

Other carpet constructions: Use a vacuum with a beater bar to agitate the pile and loosen any foreign matter in the pile.

Change or empty dust collection bags frequently (vacuum cleaner efficiency can be reduced when half full). Ensure the vacuum is kept in sound mechanical condition. Replace filters as recommended by the manufacturer. Check the height of beaters (if fitted) and ensure brushes are cleaned and replaced when worn out.



---

## ***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 page 12 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 or 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 the latest Australian/New Zealand Standard AS/NZS 3733 "Textile floor coverings - Cleaning maintenance of residential and commercial carpeting".

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 steam 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.

# INSTALLATION

---

To obtain the benefit of the Godfrey Hirst Wool Carpet Guarantees set out later in this booklet, all carpets must be laid, in accordance with AS 2455.1 "Textile floor coverings – Installation practice – General" and the Godfrey Hirst Carpets Installation recommendations (available at [www.godfreyhirst.com.au](http://www.godfreyhirst.com.au) or by calling 1300 444 778).

Carpet should always be installed with new, quality underlay. Underlay and carpet are designed to work together as a complete flooring system and underlay should always be used. Quality underlay will provide better comfort and resilience while extending the life of your carpet. Ask your retailer to match a quality underlay (compliant with the appropriate classification for the intended use/application as per AS 4288 "Soft underlays for textile floor coverings" 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 Carpet 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.



# 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. 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 until no stain is evident on the cloth or towels used to press dry the area.
3. 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.
4. 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. Alternatively, try using Godfrey Hirst Spot Out® Carpet Stain Remover spray. This non-toxic, PH neutral carpet cleaner is gentle on carpet but tough on stains. See packing for usage instructions.
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.



- 
- Sometimes stains will reappear due to 'wicking' as stains hidden in the pile resurface as the carpet dries. If so, allow the carpet to dry fully and repeat the above treatment until no stain is evident (this process may need to be repeated over a number of days).
  - 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.



# 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 dye lots. If possible, all carpet in your home should be laid from the same production run. Our quality assurance program (ISO 9001 certified) seeks to minimise potential for variance and ensures any variation is within recognised textile industry standards.

## ***Missing or Damaged Tufts***

Tufts may be damaged or identified as missing following stretching of the carpet during installation, damage caused by pet claws, or the movement 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.

## ***Fading***

All Godfrey Hirst wool 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.

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.

---

Colour changes are not considered to be manufacturing defects and do not effect 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 (e.g. in front of seating areas, doorways etc.). This may result in the loss of sharpness of the carpet pattern. Though induced by wear, matting can be caused by underlay failure or 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 wool 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. Speak to your carpet retailer for more information.

### ***Wrinkling (or Rucking)***

Wrinkling may occur after installation due to excessive humidity, inadequate underlay, or not using the recommended installation procedures, especially power stretching. In areas of high humidity use of an air conditioner or dehumidifier is recommended during summer months. Dragging of heavy objects across the carpet can also cause the carpet to stretch and wrinkle, and when moving heavy items it is best to lift the item or use plywood or similar to walk the item over the carpet. Should rucking occur, a professional installer can usually correct this problem by restretching the carpet.

### ***Tracking/Footprints***

The softer, more lustrous and longer the pile, generally the more noticeable will be footprints and movements over the carpet (known as tracking). The effect can be quite pronounced but can be lessened by careful vacuuming. This effect is not considered a manufacturing defect, however, this is a matter of personal taste and if you are concerned with the effect, carpets with these features are not recommended.



## ***Pile Reversal (Shading & Disturbance)***

Light can make particular areas of carpet appear lighter or darker than others, depending on the angle from which they are viewed. This is caused by disturbed pile reflecting the light differently in each area. This is a feature characteristic of plush and twist 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 (also known as shading, watermarking or puddling) can occur and at times may become very noticeable. 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 (phone 1800 188 822 or visit: [www.carpetinstitute.com.au](http://www.carpetinstitute.com.au))

## ***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 may 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.

## ***Shedding***

Shedding is a normal characteristic of wool 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 Installation Recommendations (available at [www.godfreyhirst.com](http://www.godfreyhirst.com) or by calling 1300 444 778).



# WOOL CARPET 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 carpets, 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 Carpet Guarantees are subject to and qualified by the “General Guarantee Conditions” (page 18) and “Homeowner Obligations” (page 21).

## **Wear Resistance 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 resistance 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: e.g. 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, castor wheels or pressure of furniture).

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 castor wheels.

## **Lifetime Manufacturing 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.

## **Fade Resistance Guarantee**

Godfrey Hirst guarantees that for the period set out in the fade resistance 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 16 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 Deterrent 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 15cm beyond the boundaries of the activity, with an insecticidal aerosol spray or powder following the manufacturer's directions and precautions. In the case of serious infestations or if the initial treatment is not successful, it is recommended you contact a professional pest control operator.

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 deterrent guarantee label affixed to the sample following original installation.

### ***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.

## ***General Guarantee Conditions***

These Godfrey Hirst Wool Carpet Guarantees apply only:

- In Australia.
- In respect of carpet purchased after 1 October 2019.
- 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 8).
- To new, first quality carpet.
- 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.

Lifetime coverage is defined as the life of the carpet from the date of installation.

The Godfrey Hirst Wool Carpet 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 Carpet Guarantees are not transferable.

## **Godfrey Hirst Wool Carpet Guarantees do not cover:**

- Damage due to improper installation (e.g. wrinkling, tuft losses, seam peaking) or due to the failure or non usage of underlay.
- Damage caused by improper maintenance and/or failing to carry out proper routine maintenance in accordance with the recommendations described in this booklet under “Caring for your Carpet” (page 6).
- Damage resulting from risks covered by a generally available home owner insurance policy or accidents, 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, or where the wear resistance, soil resistance, stain resistance and/or other attributes of the carpet are adversely affected by strong chemicals (e.g. bleach, pool chemicals etc.) or the application of any topical treatments (including fungicides, bactericides, biocides, anti-statics, stain resistance, some cleaning agents).

## ***If your carpet fails to perform?***

If any part of your carpet fails to perform in accordance with any of these Godfrey Hirst Wool Carpet 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) equivalent to:

- 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:

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:

### ***5 Year Guarantee***

|              |      |
|--------------|------|
| Years 1 to 2 | 100% |
| Year 3       | 70%  |
| Year 4       | 40%  |
| Year 5       | 20%  |

### ***7 Year Guarantee***

|              |      |
|--------------|------|
| Years 1 to 3 | 100% |
| Year 4       | 70%  |
| Year 5       | 40%  |
| Year 6       | 20%  |
| Year 7       | 10%  |

### ***10 Year Guarantee***

|              |      |
|--------------|------|
| 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 Guarantee / Lifetime Guarantee***

|                        |      |
|------------------------|------|
| 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%  |

### ***All Fade Resistance Guarantees***

|                       |      |
|-----------------------|------|
| Duration of Guarantee | 100% |
|-----------------------|------|

You will be responsible to pay the retailer the balance of the purchase price and installation costs.

If Godfrey Hirst determines that carpet is to be replaced or repaired under the Godfrey Hirst Wool Carpet Guarantees, all areas must be free of all furniture, equipment, fittings, partitions, and the like at your expense. In relation to claims made under the Godfrey Hirst Wool Carpet 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 Carpet 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 “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 as set out in this booklet.

So Godfrey Hirst has a record of your purchase, you should register your guarantee at [www.godfreyhirst.com](http://www.godfreyhirst.com) 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 Carpet 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 Carpet 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:*

*Guarantees\*:*

*Price per Lineal Metre:*

*Metres Purchased:*

*Date of Purchase:*

*Date of Installation:*

---

### CARPET 2

---

*Godfrey Hirst Product Name:*

*Colour Number:*

*Colour Name:*

*Guarantees\*:*

*Price per Lineal Metre:*

*Metres Purchased:*

*Date of Purchase:*

*Date of Installation:*

---

\*Refer to label on in-store sample



*Godfrey Hirst*

C A R P E T S

[WWW.GODFREYHIRST.COM](http://WWW.GODFREYHIRST.COM)

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

G O D F R E Y   H I R S T

PO Box 93  
Geelong, Vic 3220

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

1300 444 778

Details correct at time of printing JANUARY 2020  
Please see [www.godfreyhirst.com](http://www.godfreyhirst.com) for information updates

AUSTRALIAN EDITION 97795-0120

Manufactured under a management system certified as complying with  
ISO 9001, ISO 14001 and AS 4801 by an accredited certification body.

