

Guarantee

Synthetic Carpets

Not all guarantees listed below apply to all Godfrey Hirst carpets. For Godfrey Hirst Stainmaster® products, please refer to the Stainmaster® Care, Maintenance and Warranty booklet available from the retailer or from INVISTA upon request at www.stainmaster.com.au or by calling 1800 335 624. You can establish the specific guarantees applicable to a particular carpet style, 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 below.

Godfrey Hirst STAINBLOCK® Guarantee

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

No carpet is completely stainproof. The following are specifically excluded from this guarantee:

- All non-food and non-beverage substances
- Food and beverages containing strong dyes eg. mustard, curry, soy sauce, coffee and tea
- Substances which destroy or change the colour of carpets (eg. bleaches, acne medications, drain cleaners, plant food etc)
- Vomit, urine and faeces
- Extremely hot liquids
- Soiling in high traffic areas such as stairs
- Staining that becomes permanent due to the failure to carry out the care and stain removal procedures contained in this brochure

To qualify for coverage under this guarantee, you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned. If the affected area still remains unsatisfactory after the professional cleaning contact Godfrey Hirst. As a condition of this guarantee you must provide to Godfrey Hirst, proof of professional cleaning undertaken within the last 30 days.

Godfrey Hirst 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 the 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, piling, burns, furniture or wheels.

Soil Resistance Guarantee

Over time, carpet may change colour due to the accumulation of dry soil from foot traffic. Godfrey Hirst guarantees that, after following the Godfrey Hirst recommended care and maintenance instructions set out in this brochure including professional cleaning, your Godfrey Hirst carpet will not display within the number of years set out in the Soil Resistance Guarantee label affixed to the sample following original installation, a noticeable colour change due to deposits of dry soil as a result of foot traffic from normal indoor domestic use, which cannot be corrected.

To qualify for coverage under this guarantee, you must have tried cleaning the affected area of your carpet by using the recommended cleaning procedures. If the affected area remains unsatisfactory after you have tried these cleaning procedures, then you must have the affected area of your carpet professionally cleaned. If the affected area still remains unsatisfactory after the professional cleaning contact Godfrey Hirst. As a condition of this guarantee you must provide to Godfrey Hirst, proof of professional cleaning undertaken within the last 30 days.

This guarantee is limited to colour changes due to deposits of dry soil as a result of foot traffic and will not include colour changes due to any other causes including any substances other than dry soil or depressions due to causes other than foot traffic.

Colourfastness Guarantee

Stratron® solution dyed nylon advanced technology locks in the carpet colour right through the fibre, protecting against colour fading and helping to guard against atmospheric contaminants.

The colour of your Godfrey Hirst carpet is guaranteed to not change in excess of the level Blue Scale 7 (after testing to ISO standard 105/B02 (Method 1)) due to exposure to sunlight for the number of years set out in the Colourfastness Guarantee label affixed to the sample following original installation.

Anti-Static Treatment Guarantee

Godfrey Hirst guarantees that your Godfrey Hirst carpet is treated with an anti-static agent during the manufacture of the carpet providing protection in reducing static build-up.

Insect Protection Guarantee

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

Anti-Microbial Guarantee

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

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 owneroccupied single-family private residence in accordance with the recommendation/s made on the ACCS rating (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 tenanting 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
- 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
- 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
- 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 will Godfrey Hirst do if carpet fails to perform?

If any part of your carpet fails to perform in accordance with a guarantee or warranty 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 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 2455.1:2007 "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
- 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.