

Godfrey Hirst

CARPETS

CARPET MAINTENANCE
AND GUARANTEES
Synthetic Carpets

REST EASY..

It's
easyliving@home™



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 dust mite 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 since many are

stain resistant, you have time to act. To ensure best results from spot cleaning, follow the easy steps set out in our Cleaning Guide on pages 3 and 4.

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 colors. To remove and revitalize your carpet, use hot water extraction cleaning (steam cleaning).

Steam Cleaning should only be undertaken by a professional carpet cleaner. 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 localized 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 colorfastness before placing them on carpet, as the color 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 discolor or dissolve carpet fibers.

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 fibers. 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 color.

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. For synthetic yarn carpets see page 4 of this guide.
 3. Pre-test any treatment on a small inconspicuous area of carpet to ensure against damage and possible color change.
 4. Ensure carpet is press dried with a clean white cloth or white paper towel between any step in the treatment process to remove excess moisture. Do not rub, as rubbing can alter the carpet's texture.
 5. After the spill or stain has been treated, place several layers of white paper towels over the area and place a flat weight on them until dry. A hair dryer may be used to speed up the drying process but do NOT overheat the area. Do not walk on the carpet until dry.
- 6. If stains fail to respond adequately to treatment, call a professional carpet cleaner immediately.**

Stains should be differentiated from soiling. Ensure that any residue from spills or cleaning mixtures are fully removed. For example, many sugar based spills, such as soft drinks and coffee, leave a sugar residue after removal. Similarly, when spills are cleaned with a detergent solution and the area is not sufficiently rinsed, a sticky detergent residue can remain. This sticky residue attracts soil from ordinary foot traffic and the resulting discoloration 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 need to be treated immediately solely with warm, not hot, water applied to the stained area, repeating 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 mild laundry detergent in 1 liter of warm water applied to the stain and rinse with warm water.

Other Substances – It is important to identify the source of the stain to ensure use of the appropriate method of removal. Set out below are some general recommendations for removal of common unguaranteed 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	Step 4
1 Cold water					
2 1 teaspoon mild laundry detergent in 1 liter warm water					
3 Chill with aerosol freezing agent or ice cubes in a plastic bag. Pick or scrape off gum	Blood	1	2	9	
4 Clear nail polish remover without lanolin	Chewing gum	3	2	9	
5 Rust remover (to be applied by a professional carpet cleaner)	Coffee	2	7	2	9
6 Clear household disinfectant	Feces	2	6	9	
7 Undiluted white vinegar	Nail polish	4			
8 Vacuum immediately. If any residue call professional carpet cleaner	Paint (latex)	1	2		
9 Rinse with warm water	Rust	5			
	Soot	8			
	Urine (fresh)	1	2	9	
	Urine (old)	2	9		
	Vomit	2	6	9	
	Wine (white)	2	7	2	9



Carpet Installation

All carpets should be laid in accordance with the Godfrey Hirst Carpets Installation Recommendations (available at www.godfreyhirstusa.com ,USA 800-480-7134)

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, color 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 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 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.

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 is recommended.

Pad – Pad and carpet is designed to work together as a complete flooring system. Generally quality pad will extend the life of your carpet, while giving better resilience and comfort. Ask your dealer to match a quality pad.

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



Carpet Characteristics

Color Variation

It is normal for installed carpet to show minor color variation from selling samples or minor variations between production runs and dyelots. Our quality assurance program seeks to minimize potential for variance and ensure any variation is within recognized textile industry standards.

Color 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 color).

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 dealer when considering your purchase.

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. Color, 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 colors when at times these colors can coincide in production. Similarly in loop pile carpets, shading effects of color patterning can appear as paneling down the length of the carpet. Both phasing and paneling 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 fibers 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 pad 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 fibers 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 fibers 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 fibers 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 fibers during the first year.

Pattern Matching/Bowing & Skewing

Godfrey Hirst uses the best available techniques to minimize 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 warranted.

Installation of patterned carpet requires more time and effort which should be considered in the original labor 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 dealer 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 (at www.godfreyhirstusa.com or 800-480-7134.)

Wrinkling (or Rucking)

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

Fading

Carpets, like all other dyed textiles, will slowly lose color 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.

Color 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 colors are more susceptible than others. If you believe there may be a risk of ozone damage, please discuss your choice with your dealer.

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 Warranties

Not all warranties listed below apply to all Godfrey Hirst carpets. You can check the specific warranties applicable to a particular carpet by checking the label in the back of the sample or asking the dealer. All of the warranties are subject to the General Warranties Conditions set out at page 9 of this booklet.

Wear Warranty

Godfrey Hirst warrants 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 Warranty 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 fiber-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 fiber), 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 warranty.

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

Soil Resistance Warranty

Over time, carpet may change color due to the accumulation of dry soil from foot traffic. Godfrey Hirst warrants 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 Warranty label affixed to the sample following original installation, a noticeable color 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 warranty, 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 your dealer as set out in the "Making Claim" section of this booklet (at page 10). As a condition of this warranty you must provide proof of professional cleaning undertaken within the last 30 days.

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

Insect Protection Warranty

Godfrey Hirst warrants 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.

Colorfastness Warranty

Spectral™ solution dyed polyester locks in the carpet color right through the fiber, protecting against color fading and helping to guard against atmospheric contaminants.

The color of your Godfrey Hirst carpet is warranted not to show a permanent color change due to exposure to sunlight greater than two units as measured by the American Association of Textile Chemists & Colorists Gray Scale for the number of years set out in the Colorfastness Warranty label affixed to the sample following original installation.



Godfrey Hirst General Warranty Terms and Conditions

Godfrey Hirst warranties:

- Are extended to the original purchaser of the carpet and are not transferable
- Are solely for the domestic indoor use of the carpet in an owner-occupied single-family private residence
- Apply only in the United States and Canada
- Only apply to first quality carpets and are not applicable to carpets sold as seconds, irregulars, shorts/mill end or used
- Only cover the surface pile and not the carpet backing

Carpets must be properly installed over pad 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 hot water extraction cleaning performed by trained, qualified carpet care professional at least every 24 months. **FAILURE TO APPROPRIATELY INSTALL THE CARPET AND TO PROVIDE SUCH CARE COULD VOID ALL OR PART OF THE WARRANTY COVERAGE.**

ONCE INSTALLED, THE PRODUCT IS DEEMED ACCEPTED BY THE BUYER, AND NO WARRANTY SHALL APPLY FOR COLOR, CHARACTERISTICS, CUT, FIT OR APPEARANCE RELATED CLAIMS.

Unless the warranty for your Godfrey Hirst carpet specifically and expressly covers any item listed below.

THE WARRANTY DOES NOT COVER:

- Any non-residential or commercial applications of the carpet or renting or leasing of the premises in which the carpet has been installed
- Any non-residential or commercial applications of the carpet or renting or leasing of the premises in which the carpet has been installed
- Normal carpet wear, routine cleaning and/or regular maintenance
- Any defects due to improper installation (eg. wrinkling buckling, tuft losses, seam peaking) or due to failure of pad or failure to use an appropriate pad or cushion
- Damage to the carpet caused by improper cleaning agents, methods or mishaps or inadequate care
- Abuse by any athletic equipment such as roller skates, golf shoes or gym equipment etc
- Damage or appearance problems caused by wrapping carpet around nosing of stairs
- Damage resulting from accidents or abuse (including without limitation any use considered unreasonable given the normal and expected use of carpet in a residence) or abnormal wear (including without limitation staining, 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 color, yellowing or fading or other discoloration resulting from external causes, including without limitation fading due to sunlight, ozone, emissions

- from heating fuels, pesticides, cleaning agents, spills of household chemicals, or other non-food or non-beverage substances, over application of stain resistant treatments, changes in alkalinity, cleaning solutions, general soiling, fume fading or other atmospheric or chemical influences
- Changes in carpet texture in heavy traffic areas which constitute normal wear and tear
- Any carpet which has been treated after installation with any protective material or defects or damage due to application of any topical treatments (including without limitation to fungicides, bactericides, biocides, anti-statics, stain resists, some cleaning agents etc)
- Normal or minor differences between the color and texture of samples and the actual carpet
- Problems caused by the wetting, flooding or the persistence of excessive moisture
- Odors
- The appearance of footprints and vacuum cleaner marks
- Yellowing due to causes including yarn lubricants over application of stain treatments, changes in alkalinity, cleaning solutions and fume fading.

TO THE FULLEST EXTENT PERMITTED BY LAW, THE LIABILITY OF GODFREY HIRST SHALL BE LIMITED TO THE ACTUAL COST OF REPAIR OR REPLACEMENT OF THE AFFECTED AREA OF THE CARPET EXTENDING TO THE NEAREST WALL, DOORWAY OR ENTRANCE. TO THE FULLEST EXTENT PERMITTED BY LAW, WE EXCLUDE AND WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT OR SPECIAL DAMAGES UNDER THESE WARRANTIES OR OTHERWISE. By this we mean any loss, expense, or damage other than to the carpet itself that may result from a defect in the carpet, including, without limitation, mileage, lost wages, movement of furniture, delivery delays, extra handling and labor involved in bordering or sculpturing.

Implied Warranties

TO THE FULLEST EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES, INCLUDING WARRANTIES AS TO MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, ARE EXPRESSLY EXCLUDED AND NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, EXTEND BEYOND THE TERMS OF THE WRITTEN GODFREY HIRST WARRANTIES SET OUT IN THIS BROCHURE AND ARE EXPRESSLY DISCLAIMED.

Implied warranties are warranties the law presumes to have been given by the seller even though they are not set out in writing.

PLEASE NOTE some states do not allow the exclusion or limitation of incidental, indirect, special or consequential damages, or how long an implied warranty lasts, so this limitation or exclusion may not apply to you.

YOU HAVE LEGAL RIGHTS UNDER THIS WARRANTY.

These warranties give you specific legal rights, and you may also have other rights which vary from state to state. Except for these rights, the remedies provided under the warranties state the limit of Godfrey Hirst's responsibilities.



What will Godfrey Hirst do if carpet fails to perform?

Provided you have complied with the Homeowner Obligations included in this brochure, if any part of your carpet fails to perform in accordance with the warranty applicable to the carpet, Godfrey Hirst will repair or replace (at the discretion and as the entire liability of Godfrey Hirst and the exclusive remedy of any party) affected areas (ie the worn and adjacent areas extending to the nearest wall, doorway or entrance) of the carpet. Godfrey Hirst reserves the right to correct any defect prior to the carpet being removed, replaced or any settlement being offered.

Upon Godfrey Hirst's determination of a valid claim and that the carpet cannot be restored by repair, Godfrey Hirst will offer an allowance or arrange a credit to your dealer equal to the cost of the affected area. **THERE WILL BE NO CASH PAYMENT.** The credit will apply only to a new carpet of the same or comparable quality carpet manufactured by Godfrey Hirst. The cost of the carpet and reasonable cost of installation being depreciated is set out below:

5 Year Warranty	Re- placement	7 Year Warranty	Re- placement
First 2 years	100%	First 3 years	100%
3rd Year	70%	4th Year	70%
4th Year	40%	5th Year	40%
5th Year	20%	6th Year	20%
		7th Year	10%

10 Year Warranty	Re- placement	15 Year Warranty	Re- placement
First 3 years	100%	First 3 years	100%
Years 4-5	70%	Years 4-6	70%
Years 6-7	40%	Years 7-9	40%
Years 8-9	20%	Years 10-12	20%
Year 10	10%	Year 13-15	10%

Homeowner Obligations

In order to maintain and protect your coverage under the terms of this warranty, you must:

1. Make sure you know which warranties apply to your particular carpet (the warranties are stated on the backs of samples in the store at the time of purchase and it is your responsibility to know which warranties apply to your carpet);
 2. Keep proof of purchase in the form of a bill, invoice or statement from your Godfrey Hirst dealer, showing the price you paid for the carpet, together with proof of installation date
 3. Have your carpet installed in accordance with the guidelines outline in the Carpet & Rug Institute Installation Standard CRI-105 and otherwise in accordance with the guidelines set out in this booklet
 4. Validate your warranty by submission of the completed warranty form within 30 days of installation of your Godfrey Hirst carpet
 5. Maintain your carpet with regular vacuuming and cleaning and otherwise in accordance with the guidelines set out in this booklet; and
 6. Be able to demonstrate hot water extraction cleaning by an IICRC certified firm at least every 2 years in the form of a bill, invoice or statement including a description of the cleaning service provided
- It is also recommended that you retain a 2' by 3' carpet remnant from your installation for your warranty or in case you ever need to make a repair.

Making a Claim

Should you believe your carpet is failing to perform in accordance with these warranties, you must notify your Godfrey Hirst dealer who sold you the carpet in writing. Be sure to describe the specific problem as fully as possible, and to include a copy of your invoice. The retailer will take appropriate action, including the notification of Godfrey Hirst if necessary.

If you are unable to contact your retailer for some reason, or if you do not get a satisfactory reply from them, please contact us directly as set out on the back of the booklet.

How to Contact Us:

For any information about your Godfrey Hirst carpet or any assistance in respect to carpet care or warranty service please contact the Godfrey Hirst Customer Service Center:

Freecall: 1-800-480-7134

Or Godfrey Hirst Customer Service
write to: 7629 Adairsville Hwy
Adairsville, GA. 30103

Or
email: northamerica.customerservice@godfreyhirst.com

Godfrey Hirst Purchase Record



attach purchase
receipt here

Carpet 1

Godfrey Hirst Product Name:

Color Number:

Color Name:

Price per Lineal Foot/Square Yard:

No of Feet/Square Yards:

Date of Purchase:

Date of Installation:

Carpet 2

Godfrey Hirst Product Name:

Color Number:

Color Name:

Price per Lineal Foot/Square Yard:

No of Feet/Square Yards:

Date of Purchase:

Date of Installation:

FORWARD THINKING SINCE 1850

Since 1850, Godfrey Hirst has been providing excellent quality and good value in all of our product offerings. We've created more colors, textures and designs to help you get inspired. So let Godfrey Hirst help you express yourself however you want.

Because now you can.

For more information regarding our company, our family of products and our heritage, please visit us at:

www.godfreyhirstusa.com
www.godfreyhirstcanada.com



7629 Adairsville Highway, Adairsville, GA 30103
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Godfrey Hirst

C A R P E T S