Godfrey Hirst CARPETS

Godfrey Hirst Australia Pty Ltd ABN 58 000 849 758

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GUARANTEE*

TO: Kelwin Coastal Carpets
PO BOX 1930
Buderim QLD 4556

Product: **Modern Living**
Address of Installation: **TIDES APARTMENTS, MAROOCHYDORE**
Period of Guarantee: **5 Years**

THE COMMERCIAL CARPET DIVISION of **GODFREY HIRST AUSTRALIA PTY LTD** will supply to you the above products ("products") to specification in good condition and hereby undertakes, subject to the following conditions, that if in the period of guarantee set out above from the date of invoice this product as installed at the above address fails to give satisfaction in normal use due to any manufacturing defect arising from either faulty materials or inferior workmanship then the defective products will be replaced or repaired (at Godfrey Hirst Carpets' option) without further expense to the buyer.

THE GUARANTEE is subject to the following conditions for use in Apartments:

1. That the products be expertly installed by competent tradesmen in accordance with the manufacturer's recommendation and Australian Standards Association Carpet Installation Recommendations AS/NZ 2455:2007 Parts 1 and 2 Part 1, 'Textile Floor Coverings - Installation Practice'.
2. The moisture in concrete slabs upon which the products are laid must not exceed that nominated in AS/NZ 2455:2007 Parts 1 and 2. Godfrey Hirst recommends the 'hood method' be used for surface RH testing.
3. That an adequate maintenance program for the products must be instituted and implemented in accordance with AS3733. Such maintenance program must include, without limitation, regular vacuuming with an approved commercial type cleaner, if a tile product, rotation of tiles in traffic lanes when necessary plus professional spot cleaning and professional steam cleaning where necessary, as dictated by local conditions.
4. Areas of the products adjacent to hard floor surfaces must be adequately protected from cleaning or polishing agents or abrasive materials used in cleaning those hard floor surfaces.
5. Any incisions made during or after laying must be completed and reinforced by experienced carpet layers within a short period of time.
6. The following are not included within the guarantee and will not be the responsibility of Godfrey Hirst Carpets:
   - Wilful or accidental damage to the products
   - Damage due to application of improper cleaning agents, methods or mishaps
   - Damage resulting from the use of mobile equipment
   - Permanent pile reversal (sometimes referred to as shading or watermarking)
   - Ozone damage or colour change or fading or discolouration resulting from external causes, such as atmospheric or chemical influences
7. In this guarantee the term 'normal use' shall exclude the following:
   - Areas subject to long term unprotected and localised use including areas under desks and chairs
   - Pool areas, gymnasiums, aerobic centres or similar facilities
   - Any areas where after laying the carpet is subject to damage or soiling by sub-contract tradespeople or others
   - Areas which have at any time been subject to mould as a result of damp being retained under the impermeable protective covering or through any other cause
   - Extended periods of vacancy or conditions under which humidity varies by more than 50%
   - Any product subjected to abnormal use or abused in any way
   - Stairways
   - Main entrance doors and foyers, lift cars and their approaches

Any claim should be made to the address set out above. You must bear your expenses of claiming under this warranty.

**In respect to transactions with consumers (as set out in section 3 of the Australian Consumer Law):* These goods also come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably 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

ISO 9001 ISO 14001 AS/NZS 4801
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