Godfrey Hirst

CONSUMER ASSURANCE

WARRANTY BROCHURE

Godfrey Hirst

Every Godfrey Hirst® broadloom carpet and area rug is designed to create a differentiated, premium space that suits your unique style.

Established in 1865, Godfrey Hirst has a long-established heritage, becoming known around the globe for quality and high-performance products. In fact, we guarantee your satisfaction with our Godfrey Hirst Consumer Assurance Warranty program.

This exclusive program, as outlined in the following pages, warrants all Godfrey Hirst broadloom carpets for durability and integrity of design. You can download or print a copy of this brochure to keep with other important papers regarding your Godfrey Hirst carpet or rug:

- Original invoice/receipt
- Copy of sample label (from retailer)
- Cleaning receipts

Retaining these documents ensures that, in the unlikely event of a claim, all of the necessary paperwork will be easily accessible. Godfrey Hirst also recommends keeping a 2' x 3' piece of carpet from your installation for your warranty or in case you ever need to make a repair.

Refer to this document for the specifics of each warranty and enjoy your Godfrey Hirst carpet.

Effective January 2023

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GODFREY HIRST WARRANTY CHART*

		Godfrey Hirst ~SMARTSTRAND~	Godfrey Hirst EVERLUX+	Godfrey Hirst ~EVERLUX~	Godfrey Hirst ~WOOL~
CARE	**General Stain**	Lifetime	Lifetime	Lifetime	Superior Resistance
	Household Pet	Lifetime All Pet	Lifetime All Pet	Lifetime Pet Urine	N/A
	Soil	Lifetime	Lifetime	Lifetime	Superior Resistance
QUALITY	**Abrasive Wear**	Lifetime	25-year	25-year	10-year
	Texture Retention	Lifetime	25-year	25-year	10-year
	Fade Resistance	Lifetime	25-year	25-year	N/A
	Manufacturing Defects	Lifetime	Lifetime	Lifetime	Lifetime
	Anti-Static	Lifetime	Lifetime	Lifetime	Superior Resistance
	Coverage	Material, Labor & Stairs	Material, Labor & Stairs	Material, Labor & Stairs	Material
	Additional Features	Non-Prorated and Transferable	Non-Prorated and Transferable	Non-Prorated and Transferable	Prorated

*This chart only provides an overview of warranties. Please refer to actual warranties for complete details on specific coverages.

CUSHION	SmartCushion	Enhance your warranty when you purchase SmartCushion with Godfrey Hirst carpet.	+20 years abrasive wear including stairs	Transferable

To maintain and protect your coverage under the terms of these warranties, you must do the following:

1. Know which warranties apply to your particular carpet. Warranties are stated on the back of samples in the store at the time of purchase. It is your responsibility to know which warranties apply to your carpet.

2. Keep proof of your purchase in the form of a bill, invoice or statement from your Godfrey Hirst retailer that shows the price you paid for the carpet (excluding labor).

3. Have your carpet installed by a professional installer and follow methods outlined in the CRI 105 Carpet Installation Standards for a proper install. Proper installation is as important as the original quality and durability of the carpet. An improperly installed carpet will not look good nor wear well and may cause delamination, buckling, wrinkling and loss of tufts in the seam areas. Depending on your room dimensions, a seam may be required during carpet installation. If at all possible, the seam should run perpendicular to windows in order to minimize light that reflects off the seam. Seams do show, and some constructions show more than others. THERE ARE NO INVISIBLE SEAMS.

4. Install your carpet with cushion meeting specifications for the warranted Godfrey Hirst carpet. (The cushion under your carpet is one of the carpet's most important components. It is the base that helps the carpet retain its texture and appearance. A cushion that is too soft can adversely affect the performance of the carpet. A cushion that is too thick interferes with the anchoring of the carpet.)

To meet warranty requirements, carpet must be correctly installed in a proper indoor installation with a cushion meeting minimum requirements.

MINIMUM WARRANTY REQUIREMENTS FOR CUSHION

Cushion must meet FHA/HUD requirements and have a minimum density for tufted residential carpets of seven (7) pounds per cubic foot; thickness should be a minimum of 3/8 inch and maximum of 1/2 inch. Minimum density for wool/woven residential carpets is eight (8) pounds per cubic foot; thickness should be a minimum of 1/4 inch and maximum of 1/2 inch.

5. Maintain your carpet according to Godfrey Hirst requirements in the section of this brochure labeled Carpet Care and Guidelines, including having a minimum of one professional cleaning every 18 months using cleaning products, equipment, systems and services specified/certified with the Carpet and Rug Institute (CRI) Seal of Approval. (Visit www.carpet-rug.org for a complete list of certified products.) You must show proof of periodic cleanings—in the form of a bill, invoice or statement—by a certified professional cleaning service.

6. Register your purchase online at www.godfreyhirst.com/na/carpet/carpet-care/warranties-na. Failure to comply with your Godfrey Hirst General Warranty Conditions and Homeowner Obligations will void your Godfrey Hirst carpet warranty.

If you have questions regarding your product warranty, you may visit our website at www.godfreyhirst.com/na/carpet/carpet-care/warranties-na. Additionally, you may contact Technical Services at 888-387-9881 or product_tech@mohawkind.com. Subject to the Godfrey Hirst General Warranty Conditions and Homeowner Obligations, the Carpet Warranty and Carpet Characteristic Exclusions, and the disclaimer and limited liability set forth in this brochure, Godfrey Hirst products provide the following specific warranties:

LIMITED LIFETIME STAIN RESISTANCE WARRANTY

(All Godfrey Hirst carpets made from SmartStrand® Forever Clean™ fibers)

Godfrey Hirst warrants that the surface pile of these carpets will resist stains from any food and beverage (including mustard, hot coffee and herbal teas); bleach, provided that bleach spills are accidental and household bleach is not used as a cleaning agent, which will void the warranty; benzoyl peroxide (a common ingredient in acne medications); and other water-soluble, non-wax or non-oil based stains for the life of the carpet from the original date of installation. Godfrey Hirst further warrants that if above-mentioned stains are saturated and result in wicking (a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding), these stains will release with additional recleaning for the life of the carpet from the original date of installation. If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this brochure.

What Is Not Covered

In addition to the warranty exclusions listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure, also specifically excluded from this warranty is damage or stains caused by acids or oil-based or wax-based substances including, but not limited to, tar, shoe polish, paints, lipstick or mascara. This warranty applies to carpet manufactured from specific above-mentioned carpet fibers only and does not apply to any other fibers.

LIMITED LIFETIME NYLON STAIN RESISTANCE WARRANTY

(All Godfrey Hirst carpets made from EverLux nylon)

Godfrey Hirst warrants that the surface pile of this carpet will resist stains by most household foods and beverages for the life of the carpet from the original date of installation. If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Godfrey Hirst will handle the claims as stated in the Godfrey Hirst Limited Liability section of this brochure.

What Is Not Covered

In addition to the warranty exclusions listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure, also specifically excluded from this warranty is damage or stains caused by non-food and non-beverage substances; foods and beverages that contain strongly colored natural disperse dyes as found, for example, in mustard, coffee, herbal tea, red wine and hot beverages; and substances which destroy or change the color of carpet such as bleaches, acne medications, drain cleaners, plant food, vomit and urine other than pet (domestic dog or cat) urine and feces. This warranty applies to carpet manufactured from specific above-mentioned carpet fibers only and does not apply to any other fibers.

LIMITED LIFETIME ALL PET® STAIN WARRANTY

(All Godfrey Hirst carpets made from SmartStrand® Forever Clean™ fibers and EverLux XTRA collection carpets)

Godfrey Hirst warrants that the surface pile of this carpet will resist stains (including vomit, urine or feces) from all domestic pets for the life of the carpet from the original date of installation. If above-mentioned stains are saturated and result in wicking (a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding), these stains will release with additional recleaning for the life of the carpet from the original date of installation. If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of the Godfrey Hirst Full Warranty Guide.

What Is Not Covered

Specifically excluded from this warranty is damage or stains caused by any vomit, urine or feces from any source other than all domestic pets. Pet urine can erode and destroy carpet backing, resulting in delamination, which is not covered under this warranty. This warranty applies to the above-mentioned urine and feces stains only and does not cover odors. This warranty applies only to carpet manufactured from specific above-mentioned fibers and not to any other product.

LIMITED LIFETIME PET URINE STAIN RESISTANCE WARRANTY

(All Godfrey Hirst carpets made from EverLux nylon and polyester fibers)

Godfrey Hirst warrants that the surface pile of these carpets will resist stains from pet (domestic dog or cat) urine for the life of the carpet from the original date of installation. If the above-mentioned stains are saturated and result in wicking (a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding), these stains will release with additional recleaning. If permanent staining should occur that cannot be removed using recommended methods by a certified carpet-care professional, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this brochure.

What Is Not Covered

In addition to the warranty exclusions listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure, also specifically excluded from this warranty is damage or stains caused by any vomit or feces or any urine other than pet (domestic dog and cat) urine. Pet urine can erode and destroy carpet backing, resulting in delamination, which is not covered under this warranty. This warranty applies to above-mentioned urine stains only and does not cover odors. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

LIMITED LIFETIME SOIL RESISTANCE WARRANTY

(All Godfrey Hirst carpets made from SmartStrand® Forever Clean™ with EverLux nylon and polyester fibers)

Godfrey Hirst warrants that these carpets will not have a noticeable color change due to deposits of dry soil resulting from normal, indoor household foot traffic for the life of the carpet from the original date of installation. “Noticeable color change” is defined as a rating of less than 3 using standardized rating scales (Gray Scale AATCC Evaluation Procedure 1 or equivalent in the U.S. or via Test Method 121 in Canada). If permanent, noticeable color change should occur that cannot be removed using recommended methods by a certified carpet-care professional, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this warranty brochure.

What Is Not Covered

In addition to the warranty exclusions listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure, also specifically excluded from this warranty is damage or color changes caused by grease, mud, asphalt, tar, paint, ink, rust, blood, cement, urine, feces or vomit; damage from materials that permanently destroy dyes or alter colors (such as bleaches, acne medications, drain cleaners and plant food); or changes in appearance or color due to burns, pets, tears, cuts, pulls, shading or pile reversal, fading, furniture depressions or athletic equipment. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

LIMITED LIFETIME ABRASIVE WEAR WARRANTY

(All Godfrey Hirst carpets made from SmartStrand® Forever Clean™ fibers)

Godfrey Hirst warrants that the surface pile of this carpet will not sustain more than 10% abrasive wear for the life of the carpet from the original date of installation. “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. If the pile weight of the carpet (when compared to non-traffic areas) loses more than 10% of its weight within the warranted period, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this warranty brochure.

What Is Not Covered

The warranty exclusions listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure are excluded from this warranty. Also specifically excluded from this warranty is damage caused by tears, pulls, burns, furniture, wheel traffic or athletic equipment. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

25-YEAR LIMITED ABRASIVE WEAR WARRANTY

(All Godfrey Hirst EverLux nylon fibers)

Godfrey Hirst warrants that the surface pile of this carpet will not sustain more than 10% abrasive wear for a period of twenty-five (25) years from the original date of installation. “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. If the pile weight of the carpet (when compared to non-traffic areas) loses more than 10% of its weight within the warranted period, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this warranty brochure.

What Is Not Covered

The warranty exclusions listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure are excluded from this warranty. Also specifically excluded from this warranty is damage caused by tears, pulls, burns, furniture, wheel traffic or athletic equipment. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

10-YEAR LIMITED ABRASIVE WEAR WARRANTY

(All Godfrey Hirst carpets made from wool or polyester fibers)

Godfrey Hirst warrants that the surface pile of this carpet will not sustain more than 10% abrasive wear for a period of ten (10) years from the original date of installation. “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. If the pile weight of the carpet (when compared to non-traffic areas) loses more than 10% of its weight within the warranted period, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this warranty brochure.

What Is Not Covered

The warranty exclusions listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure are excluded from this warranty. Also specifically excluded from this warranty is damage caused by tears, pulls, burns, furniture, wheel traffic or athletic equipment. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

LIMITED LIFETIME TEXTURE RETENTION WARRANTY

(All Godfrey Hirst carpets made from SmartStrand® Forever Clean™ fibers)

Godfrey Hirst warrants that this carpet will retain its texture, not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for the life of the carpet from the original date of installation. “Texture retention” is the ability of the carpet tufts to retain their visible shape, as measured by the degree of bursting, opening or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to 1.0 (severe change) according to ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of at least 2.5 under warranted conditions. If, within the warranty period, a texture rating of less than 2.5 occurs under warranted conditions, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this warranty brochure.

What Is Not Covered

The items listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure are excluded from this warranty. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

25-YEAR LIMITED TEXTURE RETENTION WARRANTY

(All Godfrey Hirst carpets made from EverLux nylon fibers)

Godfrey Hirst warrants that this carpet will retain its texture, not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for a period of twenty-five (25) years from the original date of installation. “Texture retention” is the ability of the carpet tufts to retain their visible shape, as measured by the degree of bursting, opening or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no

change) to 1.0 (severe change) according to ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of at least 2.5 under warranted conditions. If, within the warranty period, a texture rating of less than 2.5 occurs under warranted conditions, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this warranty brochure.

What Is Not Covered

The items listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure are excluded from this warranty. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

10-YEAR LIMITED TEXTURE RETENTION WARRANTY

(All Godfrey Hirst carpets made from wool or polyester fibers)

Godfrey Hirst warrants that this carpet will retain its texture, not showing excessive pile crushing or matting from ordinary foot traffic as a result of the tufts losing twist, for a period of ten (10) years from the original date of installation. “Texture retention” is the ability of the carpet tufts to retain their visible shape, as measured by the degree of bursting, opening or untwisting of the tufts at the surface of the carpet. Texture retention is measured against standardized rating scales ranging from 5.0 (new or no change) to 1.0 (severe change) according to ISO Standard 9405-1990. To perform as warranted, this carpet must retain a texture rating of at least 2.5 under warranted conditions. If, within the warranty period, a texture rating of less than 2.5 occurs under warranted conditions, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this warranty brochure.

What Is Not Covered

The items listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure are excluded from this warranty. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

LIMITED LIFETIME ANTI-STATIC WARRANTY

(All Godfrey Hirst carpets made from SmartStrand® Forever Clean™ and EverLux nylon fibers)

Godfrey Hirst warrants that this carpet will not generate static greater than 5.0 kilovolts (using AATCC Test 134-79) for the life of the carpet from the original date of installation. If static greater than 5.0 kilovolts is generated, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this warranty brochure.

What Is Not Covered

The items listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure are excluded from this warranty. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

LIMITED LIFETIME FADE RESISTANCE WARRANTY

(All Godfrey Hirst carpets made from SmartStrand® Forever Clean™ fibers)

Godfrey Hirst warrants that this carpet will not show a permanent color change, due to exposure to sunlight, greater than one unit (as measured by the American AATCC Gray Scale for standard comparison of the extent of color differences) for the life of the carpet from the original date of installation. If, within the warranty period, a color change due to sunlight should exceed the AATCC Gray Scale criterion, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this warranty brochure.

What Is Not Covered

The items listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure are excluded from this warranty. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

25-YEAR LIMITED FADE RESISTANCE WARRANTY

(All Godfrey Hirst carpets made from EverLux nylon fibers)

Godfrey Hirst warrants that this carpet will not show a permanent color change, due to exposure to sunlight, greater than one unit (as measured by the American AATCC Gray Scale for standard comparison of the extent of color differences) for a period of twenty-five (25) years from the original date of installation. If, within the warranty period, a color change due to sunlight should exceed the AATCC Gray Scale criterion, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this warranty brochure.

What Is Not Covered

The items listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure are excluded from this warranty. This warranty applies only to carpet manufactured from specific above-mentioned carpet fibers and not to any other product.

LIMITED LIFETIME MANUFACTURING DEFECTS WARRANTY

(All Godfrey Hirst residential broadloom carpets)

Godfrey Hirst warrants this carpet against manufacturing defects for the life of the carpet from the original date of installation. If, within the warranted period, this carpet is determined to be defective, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this warranty brochure.

What Is Not Covered

The items listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure are excluded from this warranty. This warranty applies only to Godfrey Hirst broadloom carpets and not to any other product.

CUSTOM RUG WARRANTY

If you purchased a bound carpet made from a Godfrey Hirst residential wall-to-wall carpet, the limited warranties are valid for bound carpets that are 6' x 9' or larger. The limited warranties apply to normal, indoor household use only, and do not apply to labor and materials for binding or serging the bound carpet. Any replacement under this warranty will be limited to only the carpet, the delivery of the carpet and the removal of the disposal costs related to the carpet being replaced. Binding costs, other labor charges and any other charges are your responsibility. If your bound carpet is replaced, this limited warranty only covers one replacement.

RUG ONE-YEAR LIMITED MANUFACTURING DEFECTS WARRANTY

Godfrey Hirst warrants custom rugs against manufacturing defects for a period of one (1) year from the original date of purchase. If, within the warranty period, the rug is determined to be defective, Godfrey Hirst will handle such claims as stated in the Godfrey Hirst Limited Liability section of this warranty brochure. The Godfrey Hirst Custom Rug warranty only applies to rugs purchased from an authorized Godfrey Hirst rug dealer.

What Is Not Covered

In addition to the warranty exclusions listed in the Carpet Warranty and Carpet Characteristic Exclusions section of this brochure, this warranty also excludes the serging and fringe on the rug. Excessive force (e.g., vacuum with beater bar catching and pulling the fringe, clips used to hang rugs, etc.) applied to the fringe can cause separation behind the fringe, which is not a warranted manufacturing defect.

30-DAY SATISFACTION ASSURANCE GUARANTEE

FOR ALL GODFREY HIRST PRODUCTS

Under the 30-Day Satisfaction Guarantee, the original purchaser of products covered under the guarantee will have up to 30 days from the date of installation to contact your Godfrey Hirst retailer to exchange your carpet for a different style or color of equal or lesser value. You may also choose to pay the difference to exchange for an upgraded product. No compensation will be paid if a lower-priced carpet is selected. This one-time-only replacement does not include replacement of cushion or the cost of labor to remove previous carpet, install the new carpet, move furniture, construct permanent built-ins such as cabinets or bookcases, or move or install equipment or electronics. No replacement will be made with respect to carpet that has been subjected to abuse, vandalism, or alteration or damaged by smoke, fire, floor, wind, lightening or any other casualty event.

GODFREY HIRST CUSHION WARRANTY ENHANCEMENTS

When the original purchaser of any new Mohawk SmartCushion® cushion purchases any new Godfrey Hirst carpet* at the same time, Godfrey Hirst will (1) enhance the Abrasive Wear warranties for the purchased carpet products as shown on the following chart and (2) make all the applicable carpet warranties transferable to new owners. All other terms and limitations of the applicable warranties will apply.

ABRASIVE WEAR
SmartCushion Add 20 years to current warranty
TRANSFERABLE
SmartCushion Yes
STAIRS
SmartCushion Abrasive Wear warranty expanded to include stairs

*To ensure you're using the proper cushion for your carpet, please refer to the Godfrey Hirst General Warranty Conditions and Homeowner Obligations, #4, on page 3 of this brochure.

PRORATION OF WARRANTIES

The following prorated schedule applies to all Godfrey Hirst products with the exception of those with non-prorated warranties:

LIFETIME WARRANTY

1st Year	100%	11th Year	80%
2nd Year	100%	12th Year	70%
3rd Year	100%	13th Year	60%
4th Year	100%	14th Year	50%
5th Year	100%	15th Year	40%
6th Year	100%	16th Year	30%
7th Year	100%	17th Year	25%
8th Year	90%	18th Year	20%
9th Year	90%	19th Year	15%
10th Year	90%	20+ Year	10%

25-YEAR WARRANTY

1st Year	100%	11th Year	80%
2nd Year	100%	12th Year	70%
3rd Year	100%	13th Year	60%
4th Year	100%	14th Year	50%
5th Year	100%	15th Year	40%
6th Year	100%	16th Year	30%
7th Year	100%	17th Year	25%
8th Year	90%	18th Year	20%
9th Year	90%	19th Year	15%
10th Year	90%	20+ Year	10%

10-YEAR WARRANTY

1st Year	100%
2nd Year	100%
3rd Year	100%
4th Year	100%
5th Year	100%
6th Year	90%
7th Year	80%
8th Year	70%
9th Year	60%
10th Year	50%

EXCLUSIONS

CARPET WARRANTY AND CARPET CHARACTERISTIC EXCLUSIONS

Unless the warranty for your Godfrey Hirst product listed in this warranty brochure specifically and expressly covers any item listed below, all Godfrey Hirst warranties expressly exclude all of the following (please note that all references to carpet shall include rugs, unless specifically excluded).

Accidents, Abuse or Abnormal Wear

These Godfrey Hirst warranties do not cover water damage from plumbing or appliance failure, storms or flooding; damage incurred by or resulting from accidents or abuse such as staining, soiling, burning or cutting; spills excluded from the applicable stain protection warranties; or damage (other than specific domestic dog or cat stain coverage) caused by pets.

Area Rugs

No coverage for area rugs is provided under the Godfrey Hirst broadloom carpet warranties.

Carpet on Stairs, in High-Traffic Areas, Bathrooms and Kitchens

These Godfrey Hirst warranties do not cover damage to or appearance changes on carpet installed on stairs, in bathrooms and kitchens, or in high-traffic areas or areas subject to other than ordinary shoe traffic.

Carpet Stains Resulting From Commercial Use

These Godfrey Hirst residential warranties do not cover any carpet stains incurred by or resulting from commercial use (i.e., contracted services, in-home businesses, etc.) on residential carpet.

Carpet Wear or Routine Maintenance

These Godfrey Hirst warranties do not cover normal carpet wear, routine cleaning and/or regular maintenance.

Changes in Appearance

All carpets will change in appearance over time, primarily due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. A good-quality cushion will help extend the carpet's appearance. Over time and with use, the tips of the tufts in cut-pile carpets will lose some twist, causing the carpet to bloom. This is a normal characteristic of carpet and is not considered a manufacturing defect.

Crushing

Crushing is the compaction of the pile thickness due to foot traffic or furniture. Regular use of a vacuum with a beater bar in high-traffic areas may help reduce changes in carpet's appearance. Please see the Carpet Care and Guidelines section of this brochure under C) Regular Vacuuming for additional information and vacuuming recommendations.

Defects, Visible Upon Installation

Once the carpet is installed, no warranty coverage will be provided for defects in the carpet which were clearly visible and should have been discovered prior to or during installation.

Differences in Samples

These Godfrey Hirst warranties do not cover minor and normal differences between the color and texture of the retail store sample and true color and texture of the actual carpet.

Fading, Color Changes or Color Loss

These Godfrey Hirst warranties do not cover sudden changes in carpet color resulting from external causes (other than those specifically mentioned in this warranty brochure) such as fading due to sunlight, or spills of household chemicals and other non-food and non-beverage substances, or gradual fading over time from emissions from heating fuels, pesticides, cleaning agents, benzoyl peroxide and other household items. Care should be taken when using these items.

Filtration Soiling

Dust, dirt, pollen, cooking vapors and other airborne pollutants may appear as dark lines along walls, vents and doorways. This is usually due to an imbalanced ventilation system that is incapable of removing the volume of air entering the room. The excess air escapes through gaps between floors, walls and doorways. Professional cleaning may remove discoloration in affected areas, but the condition will usually return unless ventilation problems are corrected. Carpet of any quality will perform the same if subjected to filtration inefficiencies.

Footprints

Cut-pile carpets will show footprints and vacuum cleaner marks. This is characteristic of carpet and is not considered a manufacturing defect. Selecting a carpet with a lower pile height and denser construction will help to minimize this effect.

Geographic Locale

These Godfrey Hirst warranties apply only within the United States.

Improper Cleaning and Maintenance

These Godfrey Hirst warranties do not cover damage to your carpet caused by improper cleaning, improper maintenance or cleaning materials or inadequate care. Your Godfrey Hirst carpet requires routine cleaning and maintenance. Requirements and recommendations are listed in this brochure under Carpet Care and Guidelines and should be followed. All cleaning receipts should be retained.

Improper Installation

These Godfrey Hirst warranties do not cover damage to your carpet caused by improper installation. Examples include, but are not limited to, wrinkling due to insufficient stretch, loss of tufts due to improper seam sealing and seam peaking.

Inadequate Cushion

These Godfrey Hirst warranties do not cover damage to your carpet caused by inadequate cushion. Cushion of insufficient density will cause your carpet to wear out prematurely. Cushion recommendations, including minimum cushion requirements, are stated in this brochure.

Indentations

Furniture or other heavy objects can cause indentations in your carpet. Furniture coasters will help distribute the weight of heavy objects over a larger area. Brushing the affected carpet area with your fingertips will usually restore the crushed tufts to their original position. This is not considered a manufacturing defect.

Matting

Entanglement of fibers and tufts of yarn tips may be caused by a cushion failure; usually it is due to improper maintenance. Residue from a spill that was not cleaned up thoroughly or cleaning residue that was not rinsed completely will lead to matting.

Odors

These Godfrey Hirst warranties do not cover carpet odors.

Outdoor Installation

These Godfrey Hirst warranties do not cover carpet installed outdoors. All carpets manufactured by Godfrey Hirst are intended solely for use as indoor floor coverings and are not recommended for any other purpose.

Pad Failure

These Godfrey Hirst warranties do not cover defects or damages caused by failure of the carpet pad. Deterioration of the padding can cause problems with your carpet. Please see the pad manufacturer's warranty statement for more information.

Problems with Moisture

These Godfrey Hirst warranties do not cover problems caused by wetting or persistence of excessive moisture. For immediate assistance, contact a certified water damage restorations specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) (1-844-464-4272) maintains a registry of trained, certified specialists.

Products Other Than First Quality

These Godfrey Hirst warranties apply to first quality products only and are not applicable to carpet or rugs sold as second quality, irregular, used or mill end.

Residences Other Than Owner-Occupied, Single-Family

These Godfrey Hirst warranties apply only to carpet for owner-occupied, single-family, indoor residential installations and do not cover carpet installed in any recreational vehicles (RV's), commercial or business places, and/or rental properties.

Shading

Shading is a change in pile direction that results in an apparent change in color due to the light reflecting in different ways. Solid color cut-pile carpets will exhibit this more often than textured or patterned carpets. This is normal. Severe cases of shading are also known as pooling or watermarking and can result in permanent pile reversal after installation. No cause for this is known, and it is usually confined only to certain areas of an installation. Pooling or watermarking is not considered a manufacturing defect.

DISCLAIMER

Shedding

Shedding is a normal characteristic of cut-pile carpets. It is more apparent in staple products than continuous filament products. Regular vacuuming using a vacuum cleaner with a beater bar will remove most of the loose fibers during the first year. See the Carpet Care and Guidelines section of this brochure under C) Regular Vacuuming for additional information and vacuuming recommendations.

Stain Reappearance (Wicking)

These Godfrey Hirst warranties do not cover reappearance of previously cleaned stains. If warranty conditions set forth in this brochure are met, stains that are saturated and result in wicking will release with additional recleaning.

Transferability

Some warranties will be transferable depending on fiber type. Please reference the warranty grid for details.

Wrinkling or Buckling

Wrinkling may occur after installation and can be caused by excessive humidity, inadequate cushion or failure to use the recommended installation procedures found in the Carpet and Rug Institute Carpet Installation Standards, especially relative to power stretching. A competent installer can usually correct this problem.

Yellowing

Yellowing can have many causes, such as BHT (butylated hydroxytoluene) off-gassing from rebond pad, yarn lubricants, over-application of stain-resistant treatments, changes in alkalinity, cleaning solutions, general soiling and fume fading. White vinegar applied to a clean white towel and held on the carpet will indicate if yellowing can be removed. If this works, a 10% solution of citric acid applied by a professional cleaner will usually remove yellowing. Yellowing is characteristic of carpet and not considered a manufacturing defect.

DISCLAIMER OF IMPLIED WARRANTY

EXCEPT THOSE STATED IN THIS WARRANTY, MANUFACTURER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED. EXCEPT WHERE PROHIBITED BY LAW, ALL OTHER WARRANTIES—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY DISCLAIMED AND THEREBY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE.

By implied warranties, we mean warranties that 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 or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

Provided that you have complied with the Godfrey Hirst General Warranty Conditions and Homeowner Obligations included in this warranty brochure, Godfrey Hirst shall have as its entire liability and exclusive remedy the warranty liability described in this section. Godfrey Hirst's liability under this limited warranty shall be limited to the actual cost of repair or replacement of a Godfrey Hirst rug and only the affected area of the carpet extending to the nearest wall, doorway or entrance. Godfrey Hirst reserves the right to correct any defect prior to the carpet being returned, removed, replaced or any settlement being offered and/or prior to a rug being returned. Upon determination of a valid claim and that the carpet or rug cannot be restored by repair, Godfrey Hirst will arrange a credit to your retailer equal to a percentage of the cost of the carpet or rug replacement only. Credit will be issued based upon the length of time your carpet has been in use and according to the prorated schedule set out in the applicable section for identical (or, if identical carpet is not available, comparable) Godfrey Hirst carpet of equal value. The credit will be good only toward the purchase of new Godfrey Hirst carpet. Credit for rugs will be issued for an identical or comparable rug of equal value. There will be no cash payment.

Godfrey Hirst reserves the right to require verification that the carpet or rug is covered by an applicable warranty, including requiring the original receipt for proof of purchase. Godfrey Hirst also reserves the right to inspect any carpet or rug for which a warranty claim has been alleged, using an authorized Godfrey Hirst inspector, and has sole and final determination of whether a warranty claim exists.

GODFREY HIRST SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you.

The limited warranty gives 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 these warranties state the entire limit of Godfrey Hirst responsibilities.

For additional information regarding these warranties, please contact your authorized Godfrey Hirst retailer.

CARPET AND RUG CARE AND GUIDELINES

A) SELECTION

When selecting carpet color, you should view large carpet samples by daylight during the day and by lamplight in the evening in the area of installation. The color you choose will look different under different lighting conditions.

Light-colored carpets and rugs will show more soil and require more maintenance than dark-colored ones. Darker colors of carpeting are more effective in high-traffic areas. Multicolored and patterned carpets and rugs are especially effective in hiding soil.

The performance and quality of a carpet or rug are directly related to the amount and quality of fiber that goes into the pile. The better the fiber and the denser it is packed, the better the performance. A thin, less-dense carpet or rug will lose its surface appearance faster. Godfrey Hirst recommends buying the highest quality you can afford.

B) STAIN REMOVAL (ALL FIBERS EXCEPT WOOL/WOOL BLEND)

Most household spills can be easily removed using the steps below. Treatment of the affected area should begin immediately upon discovery as stain removal becomes more difficult with time. To start, locate your stain on the Common Stains Chart and follow these steps:

First, use a spoon, dull knife or a carpet cleaning key to remove as much solid material as possible.

Always work from the outside of stain to the center to prevent spreading, especially with large stains.

Blot up liquid spills with a white towel or paper towel.

For best results, try to remove remaining stain with warm water.

PROCEDURE A

(For water-based, special water-based and greasy, oil-based stains)

Mix a solution of 1/4 teaspoon of clear hand dishwashing detergent with 1 cup of water. Stir gently.

Apply detergent solution directly to a white cloth. Dampen the carpet fibers in the stained area with the cloth. Avoid saturating the carpet.

Wipe gently. Turn cloth frequently.

Never rub, scrub or use a brush. This may damage carpet fibers. If necessary, use your fingertips to work the solution to the base of the stain. Do not oversaturate carpet; use small amounts of solution and blot frequently.

Wet the stained carpet fibers with clear, lukewarm water to rinse.

Cover the spot with an absorbent white towel or paper towel and apply pressure to blot.

Repeat the rinsing and blotting procedures until you are sure all traces of the detergent have been removed.

If the stain is gone, place an absorbent white towel or paper towel over the area cleaned, and weigh towels down with a heavy colorfast object, such as a weighted plastic wastebasket.

Change towels or paper towels until carpet dries.

If stain remains, perform Procedure B (for coffee, tea or urine, skip Procedure B and perform Procedure C).

PROCEDURE B

(Do NOT use on coffee, tea or urine stains)

Mix 2 tablespoons of non-bleaching, non-sudsing household ammonia with 1 cup of lukewarm water.

Apply ammonia solution, rinse and blot as outlined in Procedure A. Do not dry with paper towels. Follow Procedure C to neutralize the ammonia solution.

PROCEDURE C

Mix 1/2 cup of white vinegar with 1 cup of lukewarm water.

Apply vinegar solution, rinse and blot as outlined in Procedure A.

COMMON STAINS CHART

Most Common Water-Based Stains

For these stains, start with Procedure A. If stain remains, complete Procedures B and C.

Alcohol
Baby formula
Beer
Blood
Candy
Ketchup
Chocolate milk
Clay
Cola
Cologne
Cranberry juice
Feces
Felt-tip marker
Food stains (general)
Fruit juice
Fruit punch
Furniture polish (water-based)
Grape juice
Graphite
Ice cream
Jelly
Latex paint
Liquor
Milk
Soft drinks
Soil spots
Syrup
Tomato juice
Vomit
Watercolors
Watermelon
Whiskey
Wine

SPECIAL WATER-BASED STAINS

For these stains, start with Procedure A. If stain remains, complete Procedure C. Omit Procedure B.

Coffee
Tea
Urine

GREASY, OIL-BASED STAINS

For these stains, use Goo Gone®. Follow directions on package, then complete Procedures A, B and C.

Butter
Chocolate
Cooking oil
Cosmetics
Crayon
Furniture dye
Furniture polish (oil-based)
Glue*
Gravy
Grease (black)
Gum*
Hand cream
Ink
Lipstick
Margarine
Mascara
Mayonnaise
Nail polish
Oil
Oil paint
Ointment
Peanut butter
Rouge
Salad dressing
Spaghetti
Varnish
Wax*

*Freeze and remove solid materials before using cleaning fluid.

Important: Do not use any cleaner with a pH of 10 or higher. Before using, always test cleaners on a small, non-visible area for any discoloration of the pile.

Abnormally large or excessive stains may require hot water extraction method. Professional cleaning is recommended. If stain returns—a condition known as “wicking”— simply repeat stain removal procedures, paying special attention to blotting and removal of all moisture.

STAIN REMOVAL FOR WOOL/ WOOL-BLEND CARPET

Treatment of the affected area should begin immediately upon discovery as stain removal becomes more difficult with time. Most household spills can be easily removed using the steps below.

First, use a spoon, dull knife or a carpet cleaning key to remove as much solid material as possible.

Always work from the outside of stain to the center to prevent spreading, especially with large stains.

Blot up liquid spills with a clean white towel or paper towel, absorbent cloth or Absorb-It™. Do not rub.

Apply spot removal agent only to clean towel or cloth, never directly to the spot. Use small quantities at a time so as not to overwet carpet. Wipe gently and turn cloth frequently.

Never rub, scrub or use a brush. This can cause the spot to spread, distort the carpet pile and/or damage carpet fibers. If necessary, use your fingertips to work the solution to the base of the stain. Do not oversaturate carpet; use small amounts of solution and blot frequently. Afterwards, blot as dry as possible with clean absorbent white towel, then cover with Absorb-It or paper towels and let dry.

CLEANING AGENTS FOR WOOL/WOOL-BLEND SPOT/STAIN REMOVAL

Always pre-test any cleaning agent in an inconspicuous place (e.g., in a closet, corner of the room or under a piece of furniture) to ensure that it does not remove color.

Detergent Solution

Mix one teaspoon of clear hand dishwashing liquid or detergent powder (should NOT contain any bleaches or strong alkalies) with 1 cup warm (not hot) water. Apply as described in above steps. Rinse well.

WoolClean Spot Remover #1

WoolClean Spot Remover #1, part of the WoolClean Carpet Spot Removal Kit, cleans water-based spills and spots. Use according to directions on package.

Absorbent Cleaners

Host®, Capture® and Dri-Matic® absorbent powders can be used on wool carpet. They are available from local home centers, independent distributors, carpet retailers, online websites and/or vacuum dealers.

Warnings

All chemicals should be used with great care and strictly in accordance with use/safety instructions on package as some are hazardous (corrosive, flammable, toxic, etc.). Only use Dry Spot Remover #2 (for greasy spots on carpet) or other solvent-containing products in well-ventilated work areas. Do NOT apply these products to bonded carpets (carpets that are not tufted or woven but instead have the pile bonded to the backing). Do not use any stain-repellent treatments that contain silicone. These can accelerate carpet soiling. Some carpet manufacturers will not accept responsibility for problems in situations where such treatments have been used.

C) REGULAR VACUUMING

Most dirt, and even dust, takes the form of hard, dry particles which can be removed with a vacuum cleaner. When left in the carpet, these gritty, sharp particles abrade the pile of the carpet. Regular vacuuming extends your carpet’s life as well as enhancing its appearance, so the type of vacuum cleaner you use is important.

A vacuum's performance will vary based on the carpet's fiber type and construction. A good vacuum typically has features that allow you to adjust the height, beater bar rotation and fan speed. Vacuums with large wheels, self-propelled vacuums and/or specialty tools can also help ensure easy and effective carpet maintenance.

Features

Adjustable height is the most important feature because this enables the machine to be used on a wide variety of carpet constructions. If your vacuum is set too high above the carpet surface, the vacuum can't attract the gritty soil below. If the setting is too low, the vacuum's beater bar or brushes can "fuzz" the carpet's surface, causing it to look worn and frayed.

When vacuuming high-pile, wool, wool-blend and premium soft carpets, look for the following features that will allow you to easily maintain your carpet:

Adjustable Height

Use the highest setting where appropriate.

Efficient Airflow

Avoid vacuums with very concentrated or sealed suction.

Large Wheels

Vacuum should glide easily across the carpet.

When vacuuming thick-loop, casual-frieze or long-pile carpets such as "shag," you may need to completely disengage the beater bar and vacuum with suction only.

For all other carpet constructions not mentioned above, use a vacuum with a rotating brush or beater bar.

Change the bags often and check the beater bars for burs and gouges to prevent damage to the surface of the carpet.

D) CLEANING RECOMMENDATIONS

Vacuum high-traffic areas daily, medium-to-high traffic areas twice weekly, and the entire house at least once per week.

- Even with regular vacuuming, soil particles and oily dirt will cling to carpet fibers. Foot traffic drives these particles and dirt deep into the carpet. Godfrey Hirst requires professional hot water extraction every 18 months. Periodic cleaning by carpet-care professionals using the hot water extraction method will refresh carpet appearance. Wool/wool-blend carpets should be professionally cleaned by a wool-care specialist certified by the Restoration Industry Association, or RIA (formerly the Association of Specialists in Cleaning and Restoration, or ASCR).
- The most-used areas—entrances, doorways, traffic lanes and in front of chairs—will collect dirt faster than other areas. Clean these areas as soon as they begin to show soil. This will stop dirt from spreading and will extend the time between professional cleanings. Clean high-use areas on wool/wool blend carpets periodically with absorbent powders such as Host®, Capture® and Dri-Matic®.

FILING A CLAIM

If you have specific questions regarding your product warranty, you may visit our website at www.godfreyhirst.com/na/carpet/carpet-care/warranties-na. Additionally, you may contact our Technical Services team at product_tech@mohawkind.com or call 888-387-9881.

FILING A CLAIM

You should first determine your carpet's fiber type.

Carpet retailers can provide you with specific details about the products they sell. If you are not sure of your carpet's fiber type and manufacturer, please call the retailer from whom you purchased your carpet.

Notify your retailer in writing. Be sure to describe the specific problem and include a copy of your invoice. Your retailer will take appropriate action, including notifying Godfrey Hirst if necessary, to file the claim.

If your retailer is no longer available, please send the information regarding the claim to:

Godfrey Hirst
Attn: Consumer Affairs
P.O. Box 12069
Calhoun, GA 30701

Godfrey Hirst

www.godfreyhirst.com/na/carpet/carpet-care/warranties-na

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