



Godfrey Hirst

*Care and
maintenance*

Vinyl Plank
Hybrid
Laminate
Timber
Vinyl Sheet

Protect your floor

Follow these simple steps to achieve many years of enjoyment from your Godfrey Hirst floor.

Timber

Cleaning & Care

- **Immediately** – clean up any liquid or water based spills or any other potentially staining marks using a dry, clean cloth. Though Godfrey Hirst floors are resistant to most spots and stains, some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point, marker pens, pet mishaps or foods/beverages containing strong dyes such as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains.
- **Daily, or as required** – remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces and turning off power head, if installed).
- **Weekly** – clean using a waterless (ph neutral) timber floor cleaning fluid and micro fibre mop, otherwise mop the floor using a well rung out damp mop (the floor should be dry 15 seconds after mopping) and a non-abrasive soap-free cleaner suitable for timber floors to remove any footprints, dirt and other stains or marks. Never flood the floor with water. Excessive water can damage your floor. Promptly soak up bulk liquid spills.
- **As required** – stubborn scuffs and stains can also easily be removed using a damp cloth or sponge with a diluted solution of methylated spirits. Ensure the methylated spirits is completely rinsed from the floor.

When cleaning the floor:

- Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
- Never use a steam-mop or steam-cleaner.

Protect Your Floor

Follow these simple steps to achieve many years of enjoyment from your Godfrey

Hirst timber floor:

- Place entrance mats (which must not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Double mats (a coarse exterior mat and medium interior mat) are recommended for residential installations and triple commercial mats with a minimum walk off zone of 3.5 metres for commercial installations. Clean mats regularly.
- Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and furniture, with soft treads. Chair pads should be used under desk chairs with castors.
- Heavy objects and furniture such as large bookcases, full sized billiard tables or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
- Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.
- Pet claws can scratch your floor. Keep nails trimmed.
- Floor to ceiling windows coupled with the harsh Australian/New Zealand sun can create floor temperatures of over 70°C. Your floor should be protected from extreme temperatures and strong, direct sunlight by the use of interior temperature and humidity control (recommended temperatures 10-30°C and relative humidity between 30% and 70%), window tinting, awnings

Timber

- and/or curtains/blinds. Dramatic temperature changes and/or extreme humidity can cause joins to lip/gap and possible surface checking. Prolonged direct sunlight will cause fading.
- While the factory finish of Godfrey Hirst timber floors may be refinished, doing so will void the Finish/Abrasive Wear Warranty. If your lacquer finished timber floor starts to show dull spots or signs of wear, then periodic maintenance can be considered, consisting of a thorough clean and application of a topical water based polyurethane maintenance coating, such as Bona Timber Refresher (always following the manufacturer's instructions). This will typically satisfy most light scratching and dullness issues and reduce the need for a full refurbishment. Where refurbishment (sanding and recoating) is required, it is essential that a professional flooring contractor is engaged prior to commencement of any works.

Common Characteristics of Timber Floors

- As a natural product, timber floors will oxidise during the first few months due to UV light exposure, typically leading to a darker, fuller appearance. As a result, timber floors may display some change in colour between exposed areas and areas covered by rugs or furniture. Your floor should be protected from prolonged periods of direct sunlight with curtains, blinds, shades or awnings and rugs/furniture moved periodically to expose all areas evenly.
- Timber flooring products can display discolouration caused by contact with rubber products such as rug/mat backings, furniture feet, rubber soled shoes/slippers, wheels for trolleys and wheelchairs etc. which are likely to leave permanent marks. Only non-staining vinyl backed mats or woven rugs identified as colourfast should be used on timber floors. If the floor is to be subjected to any of these applications, darker colours are recommended which will hide any discolouration, should it occur.
- The appearance of minor nicks and scratch marks can be reduced using repair accessories such as colour matched filler sticks. Products such as Tibetan Almond Stick or Gilly's Scratch Cover oil will successfully cover/disguise most minor scratches and blemishes.
- Timber flooring is a living product that is constantly moving and changing. This is the inherent beauty of timber flooring. It will expand and contract in accordance with your internal environment. As such it cannot be completely sealed. Keeping the environment stable as per recommendations in the installation instructions and maintenance care instructions is the key to longer lasting and great performing floors.

Commercial Installations - Additional maintenance may be required for commercial installations.

Please contact your Godfrey Hirst Account manager or visit www.ghcommercial.com.

NOTE: Godfrey Hirst timber floors have been designed for use in internal environments/ installations. While they are easy to care for, robust and durable and provide the appearance of a genuine timber floor, room temperature and humidity should be maintained as set out in this booklet. Timber Floors are not appropriate for outdoors or high-moisture or humid areas such as bathrooms, toilets, saunas, laundries or anywhere elevated moisture levels can be expected, timber may buckle, swell or deform if excessive moisture penetrates it.

Godfrey Hirst engineered timber flooring may, if properly installed, be installed over hydronic underfloor radiant heating systems only. The maximum surface temperature of the concrete slab should not exceed 26°C at all times. Please contact Godfrey Hirst or view product installation instruction requirements prior to commencement of any underfloor heating work.



Cleaning & Care

- **Immediately** – clean up any liquid or water based spills or any other potentially staining marks using a dry clean cloth. Though Godfrey Hirst floors are resistant to most spots and stains, some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point, marker pens, pet mishaps or foods/beverages containing strong dyes such as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains.
- **Daily, or as required** – remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces and turning off power head, if installed).
- **Weekly** – clean using a waterless (ph neutral) laminate floor cleaning fluid and micro fibre mop, otherwise mop the floor using a well rung out damp mop (the floor should be dry 15 seconds after mopping) and a non-abrasive soap-free cleaner suitable for laminate floors to remove any footprints, dirt and other stains or marks. Never flood the floor with water. Excessive water can damage your floor. Promptly soak up bulk liquid spills.
- **As required** – stubborn scuffs and stains can easily be removed using a damp cloth or sponge with a diluted solution of methylated spirits. Ensure the methylated spirits is completely rinsed from the floor.

When cleaning the floor:

- Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
- Never use a steam-mop or steam-cleaner.

Protect Your Floor

Follow these simple steps to achieve many years of enjoyment from your floor:

- Place entrance mats (which must not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Double mats (a coarse exterior mat and medium interior mat) are recommended for residential installations and triple commercial mats with a minimum walk off zone of 3.5 metres for commercial installations. Clean mats regularly.
- Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and furniture with soft treads or castors. Chair pads should be used under desk chairs with castors.
- Heavy objects and furniture such as large bookcases, full sized billiard tables or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
- Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.
- Pet claws can scratch your floor. Keep nails trimmed.
- Floor to ceiling windows coupled with the harsh Australian/New Zealand sun can create floor temperatures of over 70°C. Your floor should be protected from extreme temperatures and strong, direct sunlight by the use of interior temperature and humidity control (recommended temperatures 10-30°C and relative humidity between 30% and 70%), window tinting, awnings and/or curtains/blinds. Dramatic temperature changes and/or extreme humidity can cause joins to lip/gap and prolonged direct sunlight will cause fading.

Common Characteristics of Laminate Floors

- Laminate flooring products can display discolouration caused by contact with rubber products such as rug/mat backings, furniture feet, rubber soled shoes/slippers, wheels for trolleys and wheelchairs etc. which are likely to leave permanent marks. Only non-staining vinyl backed mats or woven rugs identified as colourfast should be used on laminate floors. If the floor is to be subjected to any of these applications, darker colours are recommended which will hide any discolouration, should it occur.
- Laminate floors cannot be sanded.
- Even though Godfrey Hirst laminate floors are stable, boards can still be subject to some shrinkage and growth during changes in climatic conditions leading to small gaps between boards. Gaps should not exceed .15% of board length. This is a normal feature of laminate floors and not considered a manufacturing defect.

Commercial Installations - Additional maintenance may be required for commercial installations.

Please contact your Godfrey Hirst Account manager or visit www.ghcommercial.com.

NOTE: Godfrey Hirst laminate floors have been designed for use in internal environments/installations. While they are extremely easy to care for, robust and durable and provide the appearance of a genuine timber floor, they are not appropriate for outdoors, very high or low humidity areas or areas where there are extremely high temperatures (such as saunas and pool areas), or rooms with built-in drains (e.g. showers) as laminate may buckle, swell or deform if penetrated by excessive moisture and, other than products carrying a Water Resistant Warranty, should not be installed in wet areas such as bathrooms, toilets and laundries.

Godfrey Hirst Laminate flooring may, if properly installed, be installed over hydronic underfloor radiant heating systems only. The maximum surface temperature of the concrete slab should not exceed 26°C at all times. Please contact Godfrey Hirst or view product installation instruction requirements prior to commencement of any underfloor heating work.



Cleaning & Care

- **Immediately** – clean up any liquid or water based spills or any other potentially staining marks using a dry clean cloth. Though Godfrey Hirst hybrid floors are waterproof, don't leave liquid/water based spills there just to test it. Though Godfrey Hirst floors are resistant to most spots and stains, some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point, marker pens, or foods/beverages containing strong dyes such as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains.
- **Daily, or as required** – remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces and turning off power head, if installed).
- **Weekly** – damp mop the floor using water and a PH neutral cleaner to remove any footprints, dirt and other stains or marks. Never flood the floor with water. Excessive water can damage your floor. Promptly soak up bulk liquid spills.
- **As required** – stubborn scuffs and stains can easily be removed using a damp cloth or sponge with a diluted solution of methylated spirits. Ensure the methylated spirits is completely rinsed from the floor.

When cleaning the floor:

- Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
- Never use a steam-mop or steam-cleaner.

Protect Your Floor

Follow these simple steps to achieve many years of enjoyment from your Godfrey Hirst hybrid floor:

- Place entrance mats (which must not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Double mats (a coarse exterior mat and medium interior mat) are recommended for residential installations and triple commercial mats with a minimum walk off zone of 3.5 metres for commercial installations. Clean mats regularly.
- Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and furniture, with soft treads or castors. Chair pads should be used under desk chairs with castors.
- Heavy objects and furniture such as large bookcases, full sized billiard tables, freestanding bathtubs or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
- Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.
- Pet claws can scratch your floor. Keep nails trimmed.
- Floor to ceiling windows coupled with the Australian/New Zealand sun can create floor surface temperatures over 70°C. Godfrey Hirst hybrid flooring is manufactured to be stable in low and high temperatures (0-55°C). However, your floor should be protected from extreme temperatures and strong direct sunlight by the use of interior temperature and humidity

control (recommended temperatures 10-30°C and relative humidity levels between 30% and 70%), window tinting, awnings and/ or curtains/ blinds. Dramatic temperature changes and/or extreme humidity can cause joins to lip/gap and prolonged direct sunlight will cause fading.

Common Characteristics of Hybrid Floors

- Hybrid flooring products can display discolouration caused by contact with rubber products such as rug/mat backings, furniture feet, rubber soled shoes/slippers, wheels for trolleys and wheelchairs etc. which are likely to leave permanent marks. Only non-staining vinyl backed mats or woven rugs identified as colourfast should be used on hybrid floors. If the floor is to be subjected to any of these applications, darker colours are recommended which will hide any discolouration, should it occur.
- Hybrid floors cannot be sanded.
- Even though Godfrey Hirst hybrid floors are exceptionally stable, planks can still be subject to some shrinkage and growth during changes in climatic conditions leading to small gaps between planks. This is a normal feature of hybrid floors and not considered a manufacturing defect.

Commercial Installations - Additional maintenance may be required for commercial installations.

Please contact your Godfrey Hirst Account manager or visit www.ghcommercial.com.

NOTE: Godfrey Hirst hybrid floors have been designed for use in internal environments/ installations. While they are extremely easy to care for, robust and durable, they are not appropriate for outdoors, or rooms with inbuilt drains (e.g. showers).

Godfrey Hirst Hybrid flooring may, if properly installed, be installed over hydronic underfloor radiant heating systems only. The maximum surface temperature of the concrete slab should not exceed 26°C at all times. Please contact Godfrey Hirst or view product installation instruction requirements prior to commencement of any underfloor heating work.



Cleaning & Care

- **Immediately** – clean up any liquid or water based spills or any other potentially staining marks using a dry clean cloth. Though Godfrey Hirst vinyl plank floors are waterproof*, don't leave liquid/water based spills there just to test it. However Godfrey Hirst floors are resistant to most spots and stains, some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point, marker pens, pet mishaps or foods/beverages containing strong dyes such as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains. ^Subject to proper installation and maintenance.
- **Daily, or as required** – remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces and turning off power head, if installed).
- **Weekly** – damp mop the floor using water and a PH neutral cleaner to remove any footprints, dirt and other stains or marks. Never flood the floor with water. Excessive water can damage your floor. Promptly soak up bulk liquid spills.
- **As required** – stubborn scuffs and stains can easily be removed using a damp cloth or sponge with a diluted solution of methylated spirits. Ensure the methylated spirits is completely rinsed from the floor.

When cleaning the floor:

- Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
- Never use a steam-mop or steam-cleaner.

Protect Your Floor

Follow these simple steps to achieve many years of enjoyment from your Godfrey Hirst vinyl plank floor:

- Place entrance mats (which must not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Double mats (a coarse exterior mat and medium interior mat) are recommended for residential installations and triple commercial mats with a minimum walk off zone of 3.5 metres for commercial installations. Clean mats regularly.
- Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and furniture, with soft treads or castors. Chair pads should be used under desk chairs with castors.
- Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.
- Pet claws can scratch your floor. Keep nails trimmed.
- Floor to ceiling windows coupled with the harsh Australian/New Zealand sun can create floor temperatures of over 70°C. Your floor should be protected from extreme temperatures and strong, direct sunlight by the use of interior temperature and humidity control (recommended temperatures 10-30°C and relative humidity between 30% and 70%), window tinting, awnings and/or curtains/blinds. Dramatic temperature changes and/or extreme humidity can cause joins to lip/gap and prolonged direct sunlight will cause fading.

Common Characteristics of Vinyl Plank Floors

- Vinyl plank flooring products can display discolouration caused by contact with rubber products such as rug/mat backings, furniture feet, rubber soled shoes/slippers, wheels for trolleys and wheelchairs etc. which are likely to leave permanent marks. Only non-staining vinyl backed mats or woven rugs identified as colourfast should be used on vinyl plank floors. If the floor is to be subjected to any of these applications, darker colours are recommended which will hide any discolouration, should it occur.
- Vinyl plank floors cannot be sanded.
- Vinyl floors can be professionally machine buffed (high-speed 450rpm – red pad) to remove minor scratches and to balance the gloss level.
- Even though Godfrey Hirst vinyl plank floors are stable, boards can still be subject to some expansion and contraction during changes in climatic conditions leading to small gaps between planks. Gaps should not exceed 0.1% of board length. This is a normal feature of vinyl plank floors and not considered a manufacturing defect.

Commercial Installations - Additional maintenance may be required for commercial installations.

Please contact your Godfrey Hirst Account manager or visit www.ghcommercial.com.

PLEASE NOTE: Godfrey Hirst vinyl plank floors have been designed for use in internal environments/installations. While they are extremely easy to care for, robust and durable, they are not appropriate for outdoors.



Cleaning & Care

- **Immediately** – clean up any liquid or water based spills or any other potentially staining marks using a dry clean cloth. Though Godfrey Hirst vinyl sheet floors are waterproof*, don't leave liquid/water based spills there just to test it. However Godfrey Hirst floors are resistant to most spots and stains, some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point, marker pens, pet mishaps or foods/beverages containing strong dyes such as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains. ^Subject to proper installation and maintenance.
- **Daily, or as required** – remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces and turning off power head, if installed).
- **Weekly** – damp mop the floor using water and a PH neutral cleaner to remove any footprints, dirt and other stains or marks. Never flood the floor with water. Excessive water can damage your floor. Promptly soak up bulk liquid spills.
- **As required** – stubborn scuffs and stains can easily be removed using a damp cloth or sponge with a diluted solution of methylated spirits. Ensure the methylated spirits is completely rinsed from the floor.

When cleaning the floor:

- Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
- Never use a steam-mop or steam-cleaner.

Protect Your Floor

Follow these simple steps to achieve many years of enjoyment from your Godfrey Hirst vinyl sheet floor:

- Place entrance mats (which must not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Double mats (a coarse exterior mat and medium interior mat) are recommended for residential installations and triple commercial mats with a minimum walk off zone of 3.5 metres for commercial installations. Clean mats regularly.
- Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and furniture, with soft treads or castors. Chair pads should be used under desk chairs with castors.
- Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.
- Pet claws can scratch your floor. Keep nails trimmed.
- Floor to ceiling windows coupled with the harsh Australian/New Zealand sun can create floor temperatures of over 70°C. Your floor should be protected from extreme temperatures and strong, direct sunlight by the use of interior temperature and humidity control (recommended temperatures 10-30°C and relative humidity between 30% and 70%), window tinting, awnings and/or curtains/blinds. Dramatic temperature changes and/or extreme humidity can cause joints to lip/gap and prolonged direct sunlight will cause fading.
- Do not allow cigarettes, matches and other very hot items to contact the floor as this causes permanent damage.

Common Characteristics of Vinyl Sheet Floors

- Vinyl sheet flooring products can display discolouration caused by contact with rubber products such as rug/mat backings, furniture feet, rubber soled shoes/slippers, wheels for trolleys and wheelchairs etc. which are likely to leave permanent marks. Only non-staining vinyl backed mats or woven rugs identified as colourfast should be used on vinyl sheet floors. If the floor is to be subjected to any of these applications, darker colours are recommended which will hide any discolouration, should it occur.
- Vinyl sheet floors cannot be sanded.
- Vinyl floors can be professionally machine buffed (high-speed 450rpm – red pad) to remove minor scratches and to balance the gloss level.
- In case of loose lay installation, or use of inappropriate adhesive, or inadequate subfloor preparation, damage of the vinyl flooring caused by heavy overload or sliding activities is not covered by the warranty conditions.

Commercial Installations - Additional maintenance may be required for commercial installations.

Please contact your Godfrey Hirst Account manager or visit www.ghcommercial.com.

PLEASE NOTE: Godfrey Hirst vinyl sheet floors have been designed for use in internal environments/installations. While they are extremely easy to care for, robust and durable, they are not appropriate for outdoors.



Installation



Godfrey Hirst floors should be installed in accordance with the product specific Godfrey Hirst Instructions and appropriate flooring standards available at: www.godfreyhirst.com

For a quality finish, please ensure your floor is installed by a professional trained tradesperson. If the floor is improperly installed this may void the Godfrey Hirst Warranty.

Before installing a Godfrey Hirst floor, installers should check to make sure it is undamaged, of the right size with no visual defects when viewed standing up in daylight at the installation site. If any boards are visibly faulty or deemed visually or structurally inappropriate, they should not be installed and the fault should be immediately reported to the retailer.

Care needs to be taken to properly inspect the flooring before it is installed as Godfrey Hirst may refuse a claim where a reasonable inspection of the flooring before installation would have identified the fault.

Warranty

All Godfrey Hirst floors carry a warranty supported by New Zealand after sales service. The Godfrey Hirst warranty is applicable to all Godfrey Hirst floors sold in New Zealand.

"As a New Zealand flooring distributor, we endorse and recognise all rights of the consumer under the Consumer Guarantees Act 1993 (the "CGA") and further agree to match any performance guarantee or warranty offered in the marketplace, at the time of purchase, on any product which is equivalent to ours, where that performance guarantee or warranty offers rights to the consumer in addition to those in the CGA."

This means that, when you choose a Godfrey Hirst floor, you can be secure in the knowledge that your floor is backed by a comprehensive warranty, supported by a leading New Zealand manufacturer.

Home Owner Obligations

In addition to you complying with the other conditions which apply to the Godfrey Hirst Warranties, in order to obtain and maintain your coverage under the Godfrey Hirst Warranties, 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 flooring and the date of its purchase, together with proof of installation date.
- You must also demonstrate the floor is at the original installation site.
- Have your floor installed and maintained in accordance with guidelines set out in our Care and Maintenance Brochure.

Making a Claim

If you believe your floor is failing to perform, please contact the retailer from whom you purchased the flooring. Your retailer will fill out a complaint registration form and send it to Godfrey Hirst. If your complaint is accepted, Godfrey Hirst will repair, offer an allowance or arrange a credit equal to the cost of the floor material only in the affected area.

The credit will apply to new flooring of the same or comparable quality. The credit will be passed to the retail store where you purchased the hard flooring. If your flooring has been discontinued and replacement is necessary, Godfrey Hirst will substitute a flooring of comparable quality in the affected area.

Details correct at time of printing

February 2022

Please see www.godfreyhirst.com
for information updates.

Godfrey Hirst

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

Godfrey Hirst
142 Kerrs Road
Wiri, Manukau 2104

hardflooring@godfreyhirst.co.nz

0800 500 210

www.godfreyhirst.com

