

CAVALIER
BREMWORTH
carpets

Mr A Carpenter
315 Joyce Road
Tauranga

12 April 2007

Dear Mr Carpenter,

Thank you for choosing Cavalier Bremworth carpet for your home. We are confident that you will enjoy many years of satisfaction from our product which has been designed and manufactured in New Zealand to exacting quality standards. Should you have any questions or matters of concern, please in the first instance contact your Cavalier Bremworth Warranted Dealer.

For your future reference, the details of your carpet are as follows:

- Your Cavalier Bremworth Warranted Dealer: Christie's Flooring
- Warranty Registration Number: 505910
- Colour & Product Name - Code: LIMPOPO SERENGETI - 73/524
- Grading: Residential Extra Heavy Duty + Stairs

We recommend that you keep this letter with these details in case of the need to make a claim on your insurance at some stage in the future. Replacement policies should entitle you to replacement with the same carpet (if still in production) or carpet of similar quality.

With this letter please find enclosed:

- The Cavalier Bremworth Customer Commitment certificate
- A questionnaire and reply paid envelope

Please help us by taking a few moments to complete this questionnaire while the answers will be fresh in your mind. If your carpet has not yet been installed, you may prefer to hold the questionnaire until after installation, when you will be able to answer questions 20 - 23. Cavalier Bremworth is dedicated to providing you the best in both quality and service, and to do this we need feedback from our valued customers so that we can ensure any future purchases meet the standards you expect and deserve.

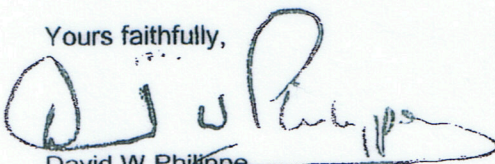
On receiving your completed questionnaire, we will courier to your address a complimentary Carpet Care Kit, containing:

- A can of our own Carpet Stain Remover, (future purchases can be made from your Warranted Dealer or at all leading Supermarkets.)
- A Wonder chamois absorbent cloth.
- Cavalier Bremworth's carpet care booklet, which provides recommendations on the care and maintenance of your carpet.

Whilst talking about carpet care I have one special request. Please protect your carpet from the ravages of direct sunlight. In common with all textiles your carpet will fade or change colour in areas consistently exposed to sunlight. Light and pastel coloured carpets are the most vulnerable, but no carpet is immune. It is the most common cause for complaint that we experience. North or west facing floor to ceiling windows or glass doors are the worst offenders, and these at the very least should be fitted with effective UV protection. Our care booklet offers some suggestions.

Please contact Cavalier Bremworth if you have not received your care kit within 21 days of returning your questionnaire. We thank you for your co-operation and wish you many years of enjoyment with our quality carpet.

Yours faithfully,



David W. Philippe
GROUP MARKETING MANAGER

CAVALIER BREMWORTH LIMITED - www.cavbrem.co.nz