

WELCOME TO OUR 5 YEAR COMMERCIAL CARPET TILE WARRANTY

We believe that you deserve peace of mind and honesty when it comes to warranties. Belgotex warranties and products have been developed to meet your needs and give you confidence in your purchase. Plus with over 30 years proven experience in New Zealand, you can rely on us to stand by our word. If you have any queries regarding our product warranties, make sure you contact us at info@belgotex.co.nz.

THIS WARRANTY IS SUBJECT TO THE FOLLOWING CONDITIONS:

1. The carpet tiles covered by this warranty must be installed in premises exclusively for commercial purposes.
The carpet tiles must be installed in accordance with New Zealand Flooring Standards. AS/NZS 2455.2:2007 Textile floor coverings - Installation practice, and must be maintained as recommended by Belgotex.
2. The carpet tiles must be installed and maintained as recommended and the carpet tiles will retain at least 90% of its pile fibre for 5 years from the date of original installation.
3. We recommend carpet tile protector mats be used under Castor wheels.
4. The customer dissatisfied with wear performance must notify the contractor/retailer in writing and must allow them to carry out an independent inspection and appraisal.
5. If requested, a sample illustrating the defect in the tile must be submitted to Belgotex for testing to verify any claim.
6. Gilt Edge Industries must be consulted to ensure that the carpet tiles are installed with the recommended adhesive. No claims will be accepted if the Gilt Edge Industries' recommended adhesive is not used.
7. The carpet tiles must be installed by a New Zealand National Flooring Association (NFA) registered flooring installation contractor. Belgotex accepts no liability for the installation of product unless the installation contractor is an NFA registered member.

This warranty does not cover tears, pulls, burns, cuts or damage due to abuse by any athletic equipment, such as roller skates, ski-boots, or golf shoes; damage caused by chairs with roller castors; damage due to the application of improper cleaning agents or maintenance methods.

Belgotex will replace any individual defective tile, according to the stated conditions:

This limited warranty applies only to the original purchaser and the installation site and is not transferable. The remedies provided pro-rata over and terminate five (5) years from the date of original installation. This limited warranty shall only be effective provided that the carpet tiles originally were installed and subsequently have been maintained in strict compliance with the procedures recommended.

In the event of any claim under this warranty, please inform the contractor/retailer. Any claim made under this warranty will be investigated and the end user will only qualify for replacement material under the terms of this warranty if examination shows that the floor has been installed and maintained as per Belgotex care and maintenance guidelines. If your original carpet tiles is unavailable the replacement carpet tile will be of comparable quality and as close as possible in pattern, colour and shade to that originally supplied. Or alternatively Belgotex will offer an allowance instead of a replacement in the affected room or area. If a replacement is sought Belgotex will then provide sufficient replacement material. Replacement will include the cost of installation, materials and freight, other than the cost of removing equipment, furnishings, partitions and the like, that may have been installed over the carpet tiles since original installation.

