

WELCOME TO OUR 10 YEAR NEEDLEPUNCH 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. Flooring is a substantial investment in the comfort and visual appeal of your home, so it's important you understand exactly what your warranty covers. If you have any queries regarding our product warranties, make sure you contact us at info@belgotex.co.nz.

All warranties apply to the original purchaser only and installation site(s) and are not transferable. The warranty period begins from the date of purchase.

PURCHASER'S RESPONSIBILITIES:

- Keep your proof of purchase from your retailer together with proof of the installation date.
- Ensure the carpet is installed by a Floor NZ registered flooring installation contractor. Please also ensure the installer consults with Gilt Edge Industries to ensure the carpet is installed to the recommended guidelines and with the recommended products, e.g. adhesive.
- Carpet must be purchased from a Belgotex approved dealer.

MANUFACTURING DEFECTS:

Belgotex warrants this carpet against manufacturing defects for up to 5 years provided:

- The carpet was purchased from a Belgotex approved retailer and installed by a Floor NZ registered flooring installation contractor who has consulted with Gilt Edge Industries to ensure the carpet is installed to the recommended guidelines and with the recommended products, e.g. adhesive.
- The carpet is first grade quality.
- The carpet has been properly maintained in accordance with our Cleaning & Maintenance Guidelines at all times. These guidelines are available on our website.

Should a manufacturing defect be found, Belgotex will cover the cost of repairing or replacing the carpet in the affected room or area. If your original carpet is unavailable the replacement carpet will be of comparable quality and to the nearest available colour from a current range, or alternatively Belgotex will compensate you for the actual replacement cost of the carpet in the affected room or area. Manufacturing defects are defined as any mechanical flaw that occurs during the production of the carpet.

FADING:

Belgotex warrants that from the date of the original purchase, the colour of this needlepunch carpet will not fade as a result of UV light from the sun, nor will the yarn degrade for up to 10 years.

EXCLUSIONS:

- Damage from tears, cuts, burns, flooding, pets, or from any natural disaster.
- Damage from athletic equipment, e.g. roller skates, ski boots, golf shoes, rugby boots, etc.
- Burns caused by dragging heavy objects over flooring.
- Damage from general roller traffic.
- Damage due to the application of improper cleaning or topical agents and methods after the carpet has been installed or from poor carpet maintenance.
- Damage from automotive lubricants, battery acid, chemicals and paints.
- Damage due to lack of protection under roller castor chairs.
- Any defects due to incorrect installation.
- Damage due to the failure of the underlay or from laying carpet over another carpet.
- Damage caused by under floor heating.
- Damage or problems caused by excessive wetting or the persistence of excessive moisture.

WHAT TO DO IF YOU HAVE A PROBLEM WITH YOUR CARPET:

If you are not satisfied with the performance of your carpet from Belgotex, you must notify the contractor/retailer who sold and installed your carpet.

A representative from Belgotex may also need to make an inspection of the carpet and if necessary take a sample and submit for testing. If viewing or testing confirms that the cause of the defective performance of the carpet is covered under the terms and conditions of the relevant warranty, then Belgotex will replace the warranted carpet in the affected room or area at its expense, including installation costs. If your original needlepunch carpet is unavailable the replacement needlepunch carpet will be of comparable quality and as close as possible in pattern, colour and shade to that originally supplied. Alternatively Belgotex may at its sole discretion offer to compensate you for a percentage of the actual replacement cost of the carpet in the affected room or area. Replacement will include the cost of installation, materials and freight, but will not include other costs to rectify, e.g. alternative accommodation, removing equipment and furniture, furnishings, partitions and the like or loss of profits.

Your consumer rights remain in effect in addition to these warranties.



Flooring Design Centres

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