

## WELCOME TO OUR 5 YEAR BENTZON 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. Carpet 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](mailto: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 proof of your carpet purchase from your flooring contractor/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 installed on new underlay as per relevant New Zealand flooring installation standards (AS/NZS 2455.1:2007).
- Carpet must be purchased from a Belgotex approved dealer.

## MANUFACTURING DEFECTS

Belgotex warrants this carpet against manufacturing defects for up to 3 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.

## SHADING

The occurrence of permanent pile reversal, also known as shading, is generally unexplained but it is believed to be the carpet pile changing its original direction and thereby changing the way light is reflected or absorbed (similar to velvet fabrics). Permanent pile reversal is not a manufacturing fault and in no way reflects on the performance of the carpet. We encourage you discuss this characteristic feature with your retailer when purchasing a cut pile carpet.

## WEAR

Belgotex warrants that from the date of the original purchase, when installed and maintained as recommended by Belgotex, the carpet will retain at least 90% of its pile fibre for up to 5 years in residential and commercial applications. Vacuum cleaners should have 'high suction' and no beater brush. Matting generally occurs as a result of pile flattening together with the entanglement of fibres tuft to tuft. It occurs in all tufted carpets to some degree, but is more likely to occur in high traffic areas (e.g. in front of seating areas, doorways etc). This may result in the loss of sharpness or the carpet pattern.

## STAIN RESISTANT

Belgotex warrants that the surface pile of the carpet will resist most household food and beverage spills for 5 years. The following are excluded from this warranty:

- Extremely hot liquids
- Substances which destroy or change the colour of carpets, e.g. bleach
- Drain cleaner
- Nail polish and other make up
- Shoe polish
- Excrement (vomit, urine & faeces)
- Wax
- Paint
- Chewing gum
- Tar
- Oil based substances
- General soiling

Please note: Any staining that becomes permanent due to the failure to immediately tend to the removal of a spill as per Belgotex Cleaning & Maintenance Guidelines will be excluded from any warranty.



## COLOURFAST

Belgotex warrants that from the date of the original purchase, the carpet will not display or show evidence of a significant change in colour due to atmospheric contaminants (ozone or oxides of nitrogen) for 5 years.

Please Note: In order to make a claim under this warranty, the owner must notify the installation contractor/retailer and furnish non-returnable samples of the carpet for testing in accordance with AATCC Test Methods. If the carpet is found to have a rating of 3 or less under the Grey Scale for Evaluating Change in Colour, and such a rating is determined to be the result of exposure to ozone, when tested in accordance with Test Method 129-1980, or exposure to oxides of nitrogen, when tested in accordance with Test Method 164-1992, Belgotex will replace the original carpet in the affected room or area.

## WARRANTY REPLACEMENT VALUE (BASED ON REPLACEMENT)

Like any asset, the value of your carpet also depreciates over time and with wear. This warranty is pro-rated over a certain number of years, and will terminate after the relevant warranted number of years from the date of original purchase, as below:

1 Year	100% (full replacement)
2-3 Years	60%
4-5 Year	30%
5 Year	5%

## 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 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 improper installation of underfloor heating.
- Damage or problems caused by excessive wetting or the persistence of excessive moisture.
- Any non-residential, commercial applications or tenanted premises in which the carpet has been installed.
- Damage caused by vacuum cleaners with beater brush. We recommend vacuum cleaners with high suction.

Please note: Any carpet that has not been properly maintained in accordance with the Belgotex Cleaning & Maintenance Guidelines will be excluded from any warranty.

## 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 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 up to the percentage warranty replacement value as set out above. The replacement carpet will be of comparable quality and to the nearest available colour from a current range, or 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.

