

## WELCOME TO OUR 7 YEAR BEST WOOL 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 your Best Wool Carpets carpet against all manufacturing defects for up to 7 years as long as:

- 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:

Your wool carpet may fade or change colour over time, particularly in areas consistently exposed to sunlight due to the nature of this type of product. This often goes unnoticed as the change is gradual over years. Carpet should be protected from prolonged periods of direct sunlight with curtains, blinds, shades or awning and furniture moved periodically to expose all areas evenly. Some quality wool carpets will upon initial exposure to light will undergo a rapid lightening/brightening over the first few weeks. This is an inherent phenomenon referred to as 'first fade'.

## WEAR:

Belgotex warrants that from the date of the original purchase, when installed and maintained as recommended by Belgotex and Best Wool Carpets, the carpet will retain at least 95% of its pile fibre for up to 7 years. Vacuum cleaners should have 'high suction' and a fully adjustable beater brush.

## INSECT RESIST:

Your Best Wool Carpets carpet has been treated against insect and moth infestation. Should a problem occur within five (5) years of purchase, we will repair, replace, or treat the affected area, providing the carpet has been properly maintained and used for the intended purposes according to the product specification.

## WARRANTY:

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 Years	80%
3 Years	60%
4 Years	40%
5 Years	30%
6 Years	20%
7 Years	10%

## 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.
- 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.

Please note: Any carpet that has not been properly maintained in accordance with the Best Wool Carpets 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.