

WELCOME TO OUR 3 YEAR XTINGUISH ARTIFICIAL GRASS 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. It is important you understand exactly what your warranty covers, so 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.

PURCHASER'S RESPONSIBILITIES:

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

MANUFACTURING DEFECTS

Belgotex warrants this artificial grass against manufacturing defects for up to 3 years provided:

- The artificial grass 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 artificial grass is installed to the recommended guidelines and with the recommended products, e.g. adhesive.
- The artificial grass is first grade quality.
- The artificial grass 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 artificial grass in the affected room or area. If your original artificial grass is unavailable the replacement artificial grass 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 artificial grass in the affected room or area. Manufacturing defects are defined as any mechanical flaw that occurs during the production of the product.

WARRANTY REPLACEMENT VALUE

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

1 year 100% (full replacement)

2nd year 50%

3rd year 25%

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 artificial grass has been installed or from poor maintenance.
- Damage due to lack of protection under roller castor chairs.
- Any defects due to incorrect installation.
- Damage caused by underfloor heating.
- Damage or problems caused by excessive wetting or the persistence of excessive moisture.
- Damage caused by vacuum cleaners with beater brush. We recommend vacuum cleaners with high suction.
- Damage caused by excessive UV sunlight.
- Product is to be used as a floorcovering only and will not be warranted if used for other purposes.

Please note: Any artificial grass 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 ARTIFICIAL GRASS:

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

A representative from Belgotex may also need to make an inspection of the artificial grass and if necessary take a sample and submit for testing. If viewing or testing confirms that the cause of the defective performance of the artificial grass is covered under the terms and conditions of the relevant warranty, then Belgotex will replace the warranted artificial grass 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 artificial grass 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 artificial grass 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.



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