10 Year Indoor Needlepunch Warranty

Belgotex®

WELCOME TO OUR 10 YEAR INDOOR NEEDLEPUNCH WARRANTY

We believe that you deserve peace of mind and honesty when it comes to warranties. Belgotex New Zealand Limited (Belgotex NZ) warranties and products have been developed to meet your needs and give you confidence in your purchase. 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.

GENERAL WARRANTY CONDITIONS:

- 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.
- The warranties are solely for indoor use of the carpet.
- Evidence of needlepunch carpet purchase from the retailer must be kept together with proof of the installation date.
- The needlepunch carpet must be installed by a Floor NZ registered flooring installation contractor in accordance with AS/NZS 2455.1.
- The installer must consult with Gilt Edge Industries to ensure the needlepunch carpet is installed to the recommended guidelines and with the recommended products, e.g. adhesive.
- The needlepunch carpet must be purchased from a Belgotex NZ approved dealer.|
- The needlepunch carpet must be of first grade quality.
- The needlepunch carpet must be properly cleaned and maintained in accordance with Belgotex NZ Carpet Care & Maintenance Guidelines. These guidelines are available on the Belgotex NZ website – www.belgotex.co.nz.
- The needlepunch carpet's usage classification must be suitable for the type and intensity of traffic in the area in which it will be installed.

MANUFACTURING DEFECTS:

Belgotex NZ warrants the needlepunch carpet against manufacturing defects for a period of 5 years, provided the terms outlined in the General Warranty Conditions are followed.

Should a manufacturing defect be found, Belgotex NZ will cover the cost of repairing or replacing the carpet in the affected room or area. If the original needlepunch carpet is unavailable, Belgotex NZ will provide a replacement carpet of comparable quality in the closest available colour from a current range, or alternatively, 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.

WEAR:

Abrasive wear refers to actual fibre loss from the carpet pile and excludes changes in appearance such as pile flattening and matting. Belgotex NZ warrants the needlepunch carpet against abrasive wear resulting in pile weight loss of more than 10% within 10 years from the date of purchase, provided the carpet is used in accordance with the manufacturer's usage rating and the terms outlined in the General Warranty Conditions. Wear, flattening, or pressure marks caused by vehicle tyres are not covered by this warranty.

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 or appearance changes from vehicle tyres.
- 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.
- Fading and fibre degradation due to exposure to direct sunlight for extended periods, ozone damage, emissions from heating fuels, air conditioners, pesticides, cleaning agents and other household items.

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WHAT TO DO IF YOU HAVE A PROBLEM WITH YOUR CARPET:
If you are not satisfied with the performance of your needlepunch 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.
The replacement carpet will be of comparable quality and to the nearest available colour or dye batch 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.

CONSUMER LAW:
If you are a consumer, our goods come with warranties that cannot be excluded under the Consumer Guarantees Act. Nothing in this document limits or excludes any warranties that cannot be excluded by law and we will honour our obligations under the Consumer Guarantees Act 1993, including those guarantees regarding quality, description, and fitness for purpose of the needlepunch carpet we supply.For more information on your rights under the New Zealand Consumer Guarantees Act, please visit the Ministry of Business, Innovation & Employment's Consumer Protection website at www.consumerprotection.govt.nz.

GENERAL:
Any variation to this warranty will only be effective if it is made in writing and signed by an authorised officer of Belgotex NZ. We may amend any provisions in this warranty by publishing a new warranty on our website. The new warranty will apply to needlepunch carpet purchased on or after the date of publication on our website.