

## WELCOME TO OUR 12 YEAR COMMERCIAL 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. 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 vinyl supplied for this project by Belgotex NZ has a 12 Year Commercial Warranty from the date of original purchase. Belgotex NZ warrants the commercial vinyl is free from manufacturing defects and will not wear prematurely under normal use for a period up to 12 years from the original date of purchase.

## WARRANTY CONDITIONS:

- Warranty coverage begins from the date of original purchase. Your vinyl must be inspected for dye lot, style, colour, size, quality and shipping damage prior to cutting or installing. Proof of purchase (receipt, bill, invoice, or statement from the contractor/retailer), including a record of installation dates, must be kept.
- All warranties apply to the original user and installation site and are not transferable.
- If the commercial sheet vinyl is replaced under warranty, the replacement floor will be an equivalent commercial flooring product and will assume the balance of the 12 year life of the original warranty.
- Gilt Edge Industries Ltd must be consulted to ensure that the sheet vinyl is installed with the recommended adhesive. No claims will be accepted if the Gilt Edge Industries Ltd recommended adhesive is not used.
- The product must be installed by a registered and approved New Zealand installation contractor or dealer, and must be subsequently maintained in strict compliance with the care and maintenance procedures recommended by Belgotex NZ.
- Vinyl must be installed in accordance with NZS AS 1884:2013 and Belgotex NZ installation guidelines.
- The product must be used as floor covering only and will not be warranted if used for other purposes.
- The product's usage classification must be suitable for the type and intensity of traffic in the area in which it will be installed.
- All claims will be treated in accordance with the standard Belgotex NZ claims procedure.

If a defect occurs in your vinyl and you want to make a claim, you must notify the contractor/retailer from whom the product was purchased and provide proof of purchase. You must allow a representative from Belgotex NZ to inspect the vinyl. If necessary, permission must be granted for a sample of the vinyl to be submitted to Belgotex for testing. If upon verification of the defect, Belgotex NZ is satisfied that the vinyl was correctly installed to NZS AS 1884:2013 and maintained to Belgotex NZ's Care and Maintenance guidelines, Belgotex NZ will compensate the purchaser as per the terms outlined in the 'Claims' section of this warranty document.

## EXCLUDED FROM 12 YEAR COMMERCIAL WARRANTY:

1. Purchase of "Seconds", "Remnants", "Mill Trials", or other "irregular" (non-first quality) flooring material, or material not part of, or available in, the regular product line.
2. Colour, shade, or embossing deviations from samples or printed colour illustrations.
3. Labour costs on any non-professionally installed material or material installed with obvious defects.
4. Damage or defects due to incorrect or improper installation, including failure to comply with installation standard NZS AS 1884:2013
5. Issues caused by installation outside the specified scope of use according to the product's usage classification.
6. Any discolouration or bond failure on the resilient flooring installed with any adhesives other than those recommended by Gilt Edge Industries Ltd.
7. Damage due to the subfloor not being prepared correctly or contaminated with fat, oil, grease, chemicals, builders marks or moisture.
8. Damage due to the inadequate design, defect, or failure of other products.
9. Damage occurring during product storage or handling prior to laying.
10. Damage caused by the presence of mould and/or water between the floor covering and the surface, including but not limited to the appearance of swells in the floor covering, fading, stains and unpleasant odours.
11. Colour variation after the vinyl has been installed.

## EXCLUDED FROM 12 YEAR COMMERCIAL WARRANTY (CONTINUED):

12. Damage caused by accident, abuse, abnormal wear, such as tears, burns, pulls, cuts, damage from household pets (including, but not limited to, damage caused by claws, urine, faeces).
13. Damage from the operation of forces of nature, including earthquakes, cyclones, floods or other severe weather conditions or unusual climatic conditions.
14. Damage from athletic equipment, e.g. roller skates, ski boots, golf shoes, rugby boots, etc. or from general roller traffic.
15. Indentation damage caused from heavy loading, stiletto heels, excessive surface scratching, and other objects falling on the floor.
16. Damage caused by moving appliances or heavy furniture without protecting the floor.
17. Damage due to the application of improper cleaning or topical agents and methods after the vinyl has been installed or from poor maintenance.
18. Damage caused by use of steam mops.
19. Damage caused by improper installation of underfloor heating.
20. Damage due to the use of the floor in an outside or external location.
21. Discolouration or stains caused by UV sunlight, rugs, rubber or latex products (plasticiser migration).

## CLAIMS:

If the vinyl fails to perform in line with this warranty and/or the Consumer Guarantees Act 1993 (Consumer Guarantees Act), Belgotex NZ will, at its sole discretion:

- Replace the defective vinyl with vinyl of the same or comparable quality; or
- Credit you to supply replacement vinyl determined in accordance with the table below (with the amount of credit being a percentage of the amount paid at the time of purchase).

The remedy provided by Belgotex NZ will be for the affected area only and will include reasonable installation costs, excluding the cost of removing equipment, furnishings, partitions and the like that may have been installed over the product since its original installation.

Time Elapsed Since Purchase	Replacement Value
0 – 1 year	100%
1 – 5 years	80%
5 – 8 years	50%
8 – 12 years	20%

If you believe your vinyl is faulty and is not performing as expected under this warranty, or as mandated by the Consumer Guarantees Act, please notify your contractor/retailer. Your contractor/retailer will take suitable action, including arranging an onsite inspection and notification to Belgotex NZ if required.

## 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 vinyl 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](http://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 vinyl purchased on or after the date of publication on our website.