

WELCOME TO OUR LUXURY FLOATING FLOORS 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 homes and businesses, 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.

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 purchase from your retailer together with proof of the installation date.
- Ensure the luxury floating floor planks are installed by a Floor NZ registered flooring installation contractor and that the flooring is installed as per the relevant New Zealand flooring installation standards (NZS AS 1884:2013). Please also refer to product specific installation instructions by visiting Belgotex.co.nz.
- Must consult with Gilt Edge Industries to ensure that the luxury floating floor planks are installed to the guidelines.
- Luxury floating floor Planks must be purchased from a Belgotex approved retailer.
- Make sure to inspect your luxury floating floor planks for dye lot, style, colour, size, quality, and shipping damage prior to cutting or installing.

MANUFACTURING DEFECTS

Belgotex warrants these luxury floating floor planks against manufacturing defects for up to 20 years in residential applications, and 10 years in commercial applications provided:

- They are first grade quality.
- They were purchased from a Belgotex approved retailer.
- The subfloor has been adequately prepared to ensure they can be successfully installed. In particular, the subfloor must be clean, dry, smooth, sound, level, without cracks and not contaminated with fat, oil, grease or chemicals.
- They must be installed by a Floor NZ registered flooring installation contractor who has followed the Belgotex installation guidelines and consulted with Gilt Edge Industries to ensure they are installed to the recommended guidelines.
- They have been properly maintained in accordance with Belgotex Cleaning & Maintenance Guidelines at all times. These guidelines are available on our website.

Manufacturing defects are defined as any flaw that occurs during the production of the luxury floating floor planks such as printing mistakes, stripes and folds, and irregularities in the backing that are visible on the top side.

During the manufacturing of luxury floating floor planks, some slight variations in colour may occur.

Should a manufacturing defect be found, Belgotex will cover the cost of repairing or replacing the luxury floating floor planks in the affected room or area. The replacement luxury floating floor planks 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 luxury floating floor in the affected room or area.

RESIDENTIAL WEAR

Belgotex warrants that these luxury floating floor planks will not wear prematurely under normal household use for up to 20 years from the original date of purchase.

COMMERCIAL WEAR

Belgotex warrants that these luxury floating floor planks will not wear prematurely under conditions specific to their commercial/ industrial usage rating for up to 10 years from the original date of purchase.

WARRANTY REPLACEMENT VALUE (BASED ON REPLACEMENT):

Like any asset, the value of your flooring 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:

Residential Use		Commercial/Industrial Use	
1-5 Years	100% (full replacement)	1-2 Years	100% (full replacement)
6-9 Years	70%	3-5 Years	60%
10-12 Years	50%	6-8 Years	30%
13-15 Years	20%	9-10 Years	5%
16-20 Years	5%		



EXCLUSIONS:

- For the purposes of this warranty, "abrasion" shall constitute the complete wearing through of the decor layer on a surface area of at least 1cm². Signs of wear which appear on the edge of boards are excluded from the warranty.
- Damage due to the subfloor not being prepared correctly or contaminated with fat, oil, grease, chemicals or moisture.
- Damage or defects due to incorrect installation or labour costs on any non-professionally installed luxury floating floor planks.
- Labour costs to repair or replace luxury floating floor planks with visible faults that were apparent before installation.
- Colour variation found after the luxury floating floor planks have been installed.
- Damage from tears, cuts, burns, flooding, pets, or from any natural disaster.
- Damage caused by stains, spillages, burns, excessive heat, scratches, indentations, accidents, abuse, as well as any reduction in the surface gloss due to normal use.
- Damage from athletic equipment, e.g. roller skates, ski boots, golf shoes, rugby boots, etc. or from general roller traffic.
- Damage due to lack of protection under chair legs or roller castor chairs.
- Indentation damage caused from heavy loading, stiletto heels, excessive surface scratching, and other objects falling on to the floor.
- Damage caused by moving appliances or heavy furniture without protecting the floor.
- Damage due to the application of improper cleaning or topical agents and methods after the luxury floating floor planks have been installed or from poor maintenance.
- Damage caused by use of steam mops.
- Damage caused by improper installation or use of underfloor heating.
- Damage or problems caused by excessive wetting or the persistence of excessive moisture.
(Solido Elite WR only - resistant to standing water for 24 hours)
- Damage due to the use of the floor in an outside or external location.
- Damage caused due to the lack of protection of the floor covering on a building site.
- Discolouration or fading caused by UV Sunlight where adequate sun protection has not been used. The New Zealand sun along with floor to ceiling windows can create extreme surface temperatures. Window tinting, curtains/ blinds/ and or awnings should be used to protect the floor from strong direct sunlight. Temperature of the floor should never exceed 30°C. Temperature of the floor should remain between 10°C - 30°C for optimal performance.
- Damage caused by environmental conditions such as extreme temperatures that result in irregularities in the floor (eg: joins lipping).
- Damage caused by improper installation causing moisture into the subfloor in a bathroom or laundry.
- Minor colour, shade and/or texture variations from samples or brochures provided.

WHAT TO DO IF YOU HAVE A PROBLEM WITH YOUR LUXURY FLOATING FLOOR PLANKS:

If you are not satisfied with the performance of your luxury floating floor planks from Belgotex, you must notify the retailer who sold and installed them.

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