

WELCOME TO OUR 12 YEAR RESIDENTIAL 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. 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 vinyl supplied for this project by Belgotex has a 12 Year Residential Warranty from the date of original installation. Belgotex warrants the residential sheet vinyl is guaranteed to be 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.
- All warranties apply to the original user and installation site and are not transferable.
- If the residential sheet vinyl is replaced under warranty, the replacement floor will be an equivalent residential 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. Belgotex accepts no liability for the installation of product unless the installation contractor is an NFA registered member.
- Vinyl must be installed as per the relevant New Zealand flooring installation standards (NZS AS 1884:2013).
- Products are to be used as floor coverings only and will not be warranted if used for other purposes.
- All claims will be treated in accordance with the standard Belgotex claims procedure.

If a defect occurs in your vinyl, the consumer must notify the contractor/retailer from whom the product was purchased and permit a representative from Belgotex to view the vinyl. If necessary, permission must be granted for a sample of the vinyl to be submitted to Belgotex for testing. Upon verification of the defect, Belgotex will authorise repair or replacement of the affected area. The replacement vinyl will be of comparable quality and to the nearest available colour from a current running line or Belgotex will compensate you for the actual replacement cost of the meterage contained in the affected area. Replacement will include the cost of installation: materials and freight, other than the cost of removing equipment; furnishings, partitions and the like that may have been installed over the product since its original installation.

EXCLUDED FROM 12 YEAR RESIDENTIAL 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. Dissatisfaction due to improper installation. Installation instructions and adhesive recommendations are available from Gilt Edge Industries Ltd.
5. Any discolouration or bond failure on the resilient flooring installed with any adhesives other than those recommended by Gilt Edge Industries Ltd.
6. Damage due to the subfloor not being prepared correctly or contaminated with fat, oil, grease, chemicals, builders marks or moisture.
7. Colour variation after the vinyl has been installed.
8. Damage from tears, cuts, burns, flooding, pets, or from any other natural disaster.
9. Damage caused by stains, spillages, burns, scratches, indentations, accidents, abuse, as well as any reduction in the surface gloss due to normal use.
10. Damage from athletic equipment, e.g. roller skates, ski boots, golf shoes, rugby boots, etc. or from general roller traffic.
11. Damage due to lack of protection under chair legs or roller castor chairs.
12. Indentation damage caused from heavy loading, stiletto heels, excessive surface scratching, and other objects falling on the floor.
13. Damage caused by moving appliances or heavy furniture without protecting the floor.
14. Damage due to the application of improper cleaning or topical agents and methods after the vinyl has been installed or from poor maintenance.
15. Damage caused by use of steam mops.
16. Damage caused by underfloor heating.
17. Damage or problems caused by excessive wetting or the persistence of excessive moisture.
18. Damage due to the use of the floor in an outside or external location.
19. Discolouration or stains caused by UV sunlight, rugs, rubber or latex products (plasticiser migration).
20. Any non-residential, commercial applications or tenanted premises in which the vinyl has been installed.