Wool Carpet Residential Warranty

General Warranty Conditions

For these warranties to apply, Belgotex New Zealand Limited (Belgotex NZ) wool carpets must be properly installed over new underlay according to the Australian and New Zealand standard AS/NZS 2455.1 and maintained adequately as recommended by Belgotex NZ. These warranties are extended to the original purchaser only and are not transferable. These warranties are solely for domestic indoor use of the carpet in accordance with the recommendations made on the rating. These warranties apply to first-quality carpets only. Proof of purchase (receipt, bill, invoice, or statement from the retailer) needs to be supplied for any claims, and installation dates.

Warranty Periods

Your new Belgotex NZ wool carpet is covered by an express warranty, as detailed below and as indicated on our website and in the product technical specifications. All Belgotex Carpets are warranted against manufacturing defects for a period of 5 years.

5 Year Residential Warranty	
Pile Loss (>10%)	5 Years
Limited Stain Resistance	5 Years
Limited Insect Resistance	5 Years
10 Year Residential Warranty	
Pile Loss (>10%)	10 Years
Limited Stain Resistance	5 years
Limited Insect Resistance	5 Years
15 Year Residential Warranty	
Pile Loss (>10%)	15 Years
Limited Stain Resistance	5 Years
Limited Insect Resistance	5 Years

Belgotex Carpet Warranty Exclusions

Our warranties will not apply in the following circumstances:

- Damage or defects attributable to events outside of our control including, but not limited to:
  - incorrect or improper installation, including failure to comply with Australian and New Zealand standard AS/NZS2455;
  - inadequate design, defect, or failure of other products;
  - water ingress, mould, mildew, fungi, or bacteria growing on the carpet;
  - operation of the forces of nature, including earthquakes, cyclones, floods or other severe weather conditions or unusual climatic conditions
- Problems caused by the failure of, or lack of underlay installed.
- Issues caused by installation out of the specified scope of use.
- Non-residential use.
- Damage or staining caused by leeching from use of textile rugs and mats used in direct contact.
- Damage or appearance problems resulting from incorrect installation methodology.
- Damage due to the improper use of cleaning agents or methods not approved for use with the carpet.
- Any carpet not adequately maintained as per Belgotex NZ care and maintenance guidelines.
- Carpet that has been surface treated with materials not recommended by the manufacturer, e.g. pesticides.
- Damages 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), wicking, or exposure to excess moisture.
- Damage caused by mobile, and/or heavy equipment, e.g. Gym equipment.
- Damage cause by castor chairs without protective mats.
- Permanent pile reversal (Shading/Watermarking), pilling, matting, flattening, or tracking.
- Damage caused by incorrect use of vacuum cleaner beater brush heads that affect the construction of the installed carpet.
- Dye-batch variations from any pre-installation samples provided versus the installed carpet.
- The costs incurred in making a claim under these warranties, for example furniture removal.

- All pigment stains: that is stains which contain pigment dyes such as mustard, shoe polish etc.
- Fading due to exposure to direct sunlight for extended periods, ozone damage, emissions from heating fuels, air conditioners, pesticides, cleaning agents and other household items.
- Damage caused by insect infestation where the carpet has been inadequately cleaned and maintained.

Limited Wear Warranty for Residential Use

Abrasive wear refers to actual fibre loss from the pile of the carpet and does not cover appearance characteristics such as pile flattening or matting. Belgotex NZ warrants its carpet against pile weight loss by abrasive wear of more than 10% for your carpet within the period mentioned on Belgotex NZ website and technical specifications, from date of delivery, provided it is used in accordance with the manufacturer's usage rating and the terms outlined in the General Warranty Conditions above. This warranty covers abrasive wear of the surface pile only and does not cover carpet backings. To make a claim you must notify your place of purchase and provide proof of purchase. If upon inspection and testing, Belgotex NZ is satisfied that the carpet was correctly installed to New Zealand standards (AS/NZS 2455.1) and maintained to Belgotex NZ's Care and Maintenance guidelines, and that the surface pile has abrasively worn more than 10% in the period mentioned on the wear warranty label affixed to the sample, Belgotex NZ will compensate the purchaser as per the terms outlined in the 'Claims' section of this warranty document.

Limited Stain Resistance Warranty for Residential Use

Belgotex NZ warrants that the surface pile of carpet will be resistant to most household stains for a period as indicated on Belgotex NZ's website and technical specifications, and/or care and maintenance guidelines. The warranty period starts from the date of installation and when properly installed indoors to and New Zealand standards (AS/NZS:2455.01) and in accordance with the terms outlined in the 'General Warranty Conditions'. This warranty specifically excludes general soiling, discoloration, appearance change due to pile distortion, exposure to substances or contaminants which degrade or destroy wool yarn or the colour of the carpet, very hot liquids, food and beverages containing strong dyes (for example, but without limitation, mustard, curry, coffee, and tea), hair dye, urine, faeces and vomit (human and animal), and staining that becomes permanent due to the failure to carry out care and stain removal procedures as recommended. Before making a claim under this warranty, you must have attempted to remove the stain by using the recommended cleaning procedures. If the stain removal is not successful, you must have the affected area of your carpet professionally steam-cleaned (hot water extraction). If the affected area remains unsatisfactory, you must notify your place of purchase immediately. You must be able to provide proof of purchase and proof that professional steam cleaning (hot water extraction) has been undertaken. You must permit Belgotex NZ access to the installed carpet to remove the stain. If, under testing and analysis performed by Belgotex NZ, the tested carpet or the cleaned area is found to have a rating of 4 or less under the Red 40 Stain Scale when tested according to the American Association of Textile Chemists and Colourists (AATCC) Test Method 175, Belgotex NZ will compensate the purchaser as per the terms outlined in the 'Claims' section. If the stain is removed as warranted, all stain removal costs will be the responsibility of the purchaser.

Limited Insect Resistance Warranty

Belgotex NZ warrants its wool carpet against significant damage caused by insect infestation for the warranty period specified on the Belgotex NZ website and technical specifications, from the date of delivery, provided the carpet is installed, used, and maintained according to the terms set out in the 'General Warranty Conditions' section. The yarn in Belgotex NZ wool carpets is treated with an insect-resist treatment to prevent significant damage from wool yarn-eating insects such as moths and carpet beetles. The treatment is incorporated into the yarn and is designed to be ingested by insects to be effective. As a result, some yarn loss may occur before insect activity is controlled. Such loss is inherent to the treatment's mode of action and does not indicate a product fault or failure of the treatment. The treatment does not prevent insects from entering, inhabiting, or breeding within the premises. This warranty is conditional on the carpet and premises being maintained in a manner that discourages insect infestation. The carpet must be vacuumed regularly, with particular attention given to areas around skirtings, corners, and beneath furniture that are not routinely moved such as beds. Where a mild infestation is identified, the affected area must be thoroughly vacuumed and promptly treated with an insecticidal aerosol spray or powder according to the insecticide manufacturer's instructions. For significant infestations or where initial treatment is unsuccessful, Belgotex NZ recommends engaging a pest control professional for further assistance. In the event of a claim, you must notify your place of purchase and provide proof of purchase. Belgotex NZ reserves the right to inspect the carpet and the installation environment. If following inspection, Belgotex NZ determines that the carpet has been installed, used, and maintained as recommended, and has shown significant damage or degradation due to insect attack, compensation will be provided to the purchaser in accordance with the 'Claims' section of this warranty document.

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The Characteristics of Wool Carpets

Wool carpets are a textile that exhibit certain characteristics that consumers need to be aware of before purchase. These characteristics are part of the features of the manufacturing using natural yarns and are not manufacturing defects.

Tracking

As the name implies, 'tracking' is the imprint left behind by footsteps or other activities in contact with the carpet. Tracking is more common or evident on plush cut piles and generally disappears after vacuuming but will reappear when the carpet is next walked on. Carpet is more prone to tracking in heavy traffic areas.

Permanent Pile reversal

Cut pile carpets, especially softer plush piles may develop lighter or darker patches over time. This is known as shading, puddling, or watermarking. The effect is caused by the permanent bending of the carpet fibres which then reflect light differently than surrounding areas. Brushing or shampooing doesn't reduce shading. Shading does not affect the wear or durability of the carpet and is not recognized by Belgotex as a manufacturing defect.

Natural and Unique

The colour and texture from each production run can vary slightly between the individual batches and the sampling.

Patterned Carpets

Patterned carpets are manufactured to precise tolerances, but even with precision manufacturing and specialist installation pattern irregularities, particularly across joins may be visible.

Fluffing

With new wool carpets balls of fluff may appear on the surface. These are loose strands of natural fibre left in the pile during the manufacturing process and are a minuscule proportion of the fibre in the total pile. This fluff will most likely fill the back of your vacuum cleaner for the first few vacuums and will diminish over time.

It is safe to vacuum immediately after installation, the fluff is more difficult to see on loop pile and may appear as frizzing. Use a smooth brushless vacuum head with strong suction which will usually remove these balls of fluff.

Sprouting

Sprouting is when a single tuft rises from the surface pile, any such tufts in a cut pile carpet may be safely trimmed using scissors without affecting the appearance of the carpet. Do not pull the tuft out as it could leave a hole in the pile.

Missing tufts

Occasionally carpet tufts can be missed during the manufacturing process. In this process, please consult your retailer for professional repair.

Fading

Your carpet may fade or change colour over time particularly in areas regularly exposed to sunlight. This often goes unnoticed as the change can occur over a long timeframe. North and West facing floor to ceiling windows and doors affect the carpet the most. Belgotex recommend ensuring these windows are UV protected to prevent photo-degradation. Curtains, blinds, filters, and louvres provide the best protection.

Scope of use Definitions

	Class	Level of Use	Description	Examples of areas of use
Residential	21	Light	Areas with low or intermittent use	Bedrooms, dining room
	22	Medium	Areas with medium use	Children's room, media rooms
	23	Heavy	Areas with intense use	Kitchens, living rooms, halls, entrances, home offices, foyers

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Claims

If your carpet fails to perform in line with any of the Belgotex NZ Warranties and/or the Consumer Guarantees Act 1993 (Consumer Guarantees Act), Belgotex NZ will, at its sole option:

- Replace the defective carpet with carpet of the same or comparable quality; or
- Credit you to supply replacement carpet 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 underlay.

Replacement Value	5 Year Warranty	10 Year Warranty	15 Year Waranty
0-2 Years	100%	100%	100%
3-5 Years	50%	100%	100%
6-7 Years	0%	60%	60%
8-10 Years	0%	20%	40%
11-15 Years	0%	0%	10%

If you believe your carpet is faulty and is not performing as expected under this warranty, or as mandated by the Consumer Guarantees Act, please notify your retailer. Your 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 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 carpet purchased on or after the date of publication on our website.