

Carpet Tile Warranty

General Warranty Conditions

In order for these warranties to apply, Belgotex Australia carpet tiles must be properly installed over new underlay according to the Australian and New Zealand standard AS/AUSTRALIAS2455 and maintained adequately as recommended by Belgotex Australia. These warranties are extended to the original purchaser only and are not transferable. These warranties are solely for domestic indoor use of the carpet tile in accordance with the recommendations made on the rating. These warranties apply to first-quality carpet tiles 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 Australia carpet tile is covered by an express warranty as detailed below as indicated by our website and technical specifications. All Belgotex Carpet Tiles are warranted against manufacturing for a period of 5 years.

5 Year Warranty

Defect	Warranty Period
Surface Wear	5 years
Edge Ravel	5 Years
Delamination	5 Years
Loss of dimensional stability	5 Years

7 Year Warranty

Defect	Warranty Period
Pile Loss (>10%)	7 years
Edge Ravel	5 Years
Delamination	5 Years
Loss of dimensional stability	5 Years

10 Year Warranty

Defect	Warranty Period
Pile Loss (>10%)	10 years
Edge Ravel	5 Years
Delamination	5 Years
Loss of dimensional stability	5 Years

15 Year Warranty

Defect	Warranty Period
Pile Loss (>10%)	15 years
Edge Ravel	5 Years
Delamination	5 Years
Loss of dimensional stability	5 Years

*Refer to product technical statements for Stain Resistance or Stain Proof. Full included stain vectors are detailed in Belgotex's care and Maintenance documents.

Belgotex Carpet Tile 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/AUSTRALIAS2455;
 - inadequate design, defect, or failure of other products;
 - water ingress, mould, mildew, fungi, or bacteria growing on the carpet tile;
 - operation of the forces of nature, including earthquakes, cyclones, floods or other severe weather conditions or unusual climatic conditions
- Issues caused by installation out of the specified scope of 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 or appearance problems caused using adhesives not approved for the carpet tile.
- Damage or appearance problems caused by carpet tiles being installed on substrates with a relative humidity of over 75%.
- Damage due to the improper use of cleaning agents or methods not approved for use with the carpet.
- Any carpet tile not adequately maintained as per Belgotex Australia care and maintenance guidelines.
- Carpet tiles that have 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.
- Damages caused by mobile, and/or heavy equipment, e.g. Gym equipment.
- Damage cause by castor chairs without protective mats for carpet tiles not rated for castor chair use.
- 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.

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Limited Wear Warranty

Abrasive wear refers to actual fibre loss from the pile of the carpet and does not cover appearance characteristics, like fading or staining. Belgotex Australia warrants its carpet tiles against pile weight loss by abrasive wear of more than 10% for your carpet tile within the period mentioned on Belgotex Australia website and technical specifications, from date of install, 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 tile backings. To make a claim you must notify your place of purchase and provide proof of purchase. If upon inspection and testing, Belgotex Australia is satisfied that the carpet tile was correctly installed to Australian and New Zealand standards (AS/NZS:2455) and maintained to Belgotex Australia'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 Australia will compensate the purchaser as per the terms outlined in the 'Claims' section of this warranty document.

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
Commercial	31	Light	Areas with low or intermittent use	Bedroom, hotel room, conference room, small office
	32	Medium	Areas with medium traffic	Classrooms, office, hotels, bigger conference rooms, doctor's practice
	33	Heavy	Areas with heavy traffic	Hallway, retail or department store, school, multi-purpose hall, open plan offices, receptions, churches
	34	Very Heavy	Area with intense use	Airports, large department stores, large multi-purpose halls, convention centres
Industrial	41	Light	Areas where work is mainly sedentary with occasional use of light vehicles	Electronic assembly, precision engineering
	42	Medium	Areas where work is mainly standing and/or with vehicular traffic	Storage rooms, electronic assembly
	43	Heavy	Other light industrial areas	Storage rooms, production halls

Claims

If your carpet tile fails to perform in line with any of the Belgotex Australia Warranties and/or the Australia Consumer Guarantees Law, Belgotex Australia will, at its sole option:

- Replace the defective carpet tiles with carpet tiles of the same or comparable quality; or
- Credit you to supply replacement carpet tile 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 Australia will be for the affected area only and will include reasonable installation costs, excluding the cost of underlay.

Belgotex Express Warranties	5 Year	7 Year	10 Year	15 Year
Replacement Value 1-2 Years	100%	100%	100%	100%
Replacement Value 3-5 Years	100%	100%	100%	100%
Replacement Value 6-7 Years	0%	50%	60%	75%
Replacement Value 8-10 Years	0%	0%	40%	50%
Replacement Value 11-12 Years	0%	0%	0%	20%
Replacement Value 13-15 Years	0%	0%	0%	5%

If you believe your carpet tile 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 Australia if required.

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Consumer Law

If you are a consumer, our goods come with warranties that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and compensation for any other reasonable foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to major failure.

For more information on your rights under the ACL, please visit the Australia Consumer Law website at [The Australian Consumer Law | Consumer Law](#).

General

Any variation to this warranty will only be effective if it is made in writing and signed by an authorised officer of Belgotex Australia.

We may amend and provisions in this warranty by publishing a new warranty on our website. The new warranty will apply to carpet tile purchased on or after the date of publication on our website.