

LVT Warranty

General Warranty Conditions

For these warranties to apply, Belgotex Australia Luxury Vinyl Tiles (LVT) must be properly installed according to the Australian standard AS 1884:2021, and in accordance with Belgotex Australia's published LVT Installation Instructions. Your LVT must also be maintained adequately as recommended by Belgotex Australia. These warranties are extended to the original purchaser only and are not transferable. These warranties apply to first-quality LVT only. Proof of purchase (receipt, bill, invoice, or statement from the retailer) needs to be supplied for any claims, as well as a record of installation dates.

Warranty Periods

Your new Belgotex Australia LVT is covered by an express warranty as detailed below and as indicated on our website and in the product technical specifications. All Belgotex Australia LVT are warranted for a 1 Year period against manufacturing defects. Manufacturing defects are defined as any flaw that occurs during the production of the LVT such as printing errors, faults, ripples, and irregularities in the backing that are visible on the top layer.

20 Year Residential Warranty

Defect	Warranty Period
Wear	20 years

10 Year Commercial Warranty

Defect	Warranty Period
Wear	10 years

Belgotex LVT 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 standard AS 1884:2021.
 - inadequate design, defect, or failure of other products;
 - water ingress, mould, mildew, fungi, or bacteria growing on the LVT;
 - operation of the forces of nature, including earthquakes, cyclones, floods or other severe weather conditions or unusual climatic conditions
- Issues arising from improper substrate preparation and excess moisture levels, pre-installation substrate moisture test undertaken and recorded showing a relative humidity of 75% or below.
- Issues arising from the failure to use the recommended adhesive.
- Issues caused by installation outside of the specified scope of use.
- Damage or appearance problems resulting from improper installation methods.
- Damage or appearance problems resulting from excessive surface or environmental temperature levels
- Damage or appearance problems from exposure to direct sunlight or ultraviolet (UV) radiation. Belgotex Australia recommends the use of window UV protection such as window tinting, curtains, blinds, shutters, shades, and/or awnings.
- Dye-batch colour variations identified after installation has taken place.
- Damage due to the improper use of cleaning agents and methods not approved for use with the LVT, or excessive cleaning.
- Any LVT not adequately maintained as per Belgotex Australia's care and maintenance guidelines.
- LVT 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), or exposure to excess moisture.
- Damages caused by mobile, and/or heavy equipment, point loading (e.g. stilettos), and rolling loads e.g. Gym equipment, moving whiteware appliances.
- Damage caused by castor chairs on cushion backed LVT without protective mats.
- Damage caused by the use of steam mopping.
- Damages caused by spillages, burns, scratches, indentations, accidents, abuse, as well as any reduction in the surface gloss due to normal use.
- Damage or appearance problems caused by plasticiser migration, for example by the use of rubber mats placed in direct contact with the LVT.
- The costs incurred in making a claim under these warranties, for example furniture removal.

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Limited Wear Warranty

Belgotex Australia warrants that the LVT will not wear prematurely under normal conditions within scope of use for a period noted under the relevant warranty. Refer to Belgotex Australia's website and technical specifications for the warranty period.

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 LVT fails to perform in line with any of the Belgotex Australia Warranties and/or the Australian Consumer Law (ACL), Belgotex Australia will, at its sole option:

- Replace the defective LVT with LVT of the same or comparable quality; or
- Credit to supply replacement LVT determined in accordance with the table below (with the amount or the credit being a percentage, or 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 any underlay.

Belgotex Express Warranties	20 Year Residential	10 Year Commercial
Replacement Value 1-2 Years	100%	100%
Replacement Value 3-5 Years	100%	75%
Replacement Value 6-7 Years	75%	50%
Replacement Value 8-10 Years	50%	25%
Replacement Value 11-15 Years	20%	0%
Replacement Value 16-20 Years	5%	0%

If you believe your LVT is faulty and is not performing as expected under this warranty, or as mandated by the ACL, please notify your retailer. Your retailer will take suitable action, including arranging an onsite inspection and notification to Belgotex Australia if required.

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 Australian Competition and Consumer Commission's (ACCC) Consumer Rights website at www.accc.gov.au/consumers

General

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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 any provisions in this warranty by publishing a new warranty on our website. The new warranty will apply to LVT purchased on or after the date of publication on our website.