

information
warranty

HAVEN - JOCANDA
OFFERS THE FOLLOWING
WARRANTIES:

Your selected flooring will be covered
by one or more of the below warranties.

15 YEAR LIVING WARRANTY

For more information visit
www.belgotex.com.au



WARRANTY
PROVIDED BY

Belgotex[®]

This warranty is effective for
purchases made after
1 April 2019.



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WELCOME TO OUR 15 YEAR LIVING 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 many years proven experience in Australia, you can rely on us to stand by our word. Carpet 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 sales@belgotex.com.au.

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 carpet purchase from your flooring contractor/retailer together with proof of the installation date.
- Ensure the carpet is installed by a registered flooring installation contractor. Please also ensure the installer complies by Australian installation standards to ensure the carpet is installed to the recommended guidelines and with the recommended products, e.g. adhesive.
- Carpet must be installed on new underlay as per Australian flooring installation standards (AS/NZS 2455.1:2007).
- Carpet must be purchased from a Belgotex approved dealer.

MANUFACTURING DEFECTS:

Belgotex warrants this carpet against manufacturing defects for up to 5 years provided:

- The carpet was purchased from a Belgotex approved retailer and installed by a qualified installer

with the recommended products, e.g. adhesive.

- The carpet is first grade quality.
- The carpet has been properly maintained in accordance with our Cleaning & Maintenance Guidelines at all times. These guidelines are available on our website.

Should a manufacturing defect be found, Belgotex will cover the cost of repairing or replacing the carpet in the affected room or area. If your original carpet is unavailable the replacement carpet 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 carpet in the affected room or area. Manufacturing defects are defined as any mechanical flaw that occurs during the production of the carpet.

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SHADING:

The occurrence of permanent pile reversal, also known as shading, is generally unexplained but it is believed to be the carpet pile changing its original direction and thereby changing the way light is reflected or absorbed (similar to velvet fabrics). Permanent pile reversal is not a manufacturing fault and in no way reflects on the performance of the carpet. We encourage you discuss this characteristic feature with your retailer when purchasing a cut pile carpet.

WEAR:

Belgotex warrants that from the date of the original purchase, when installed and maintained as recommended by Belgotex, the carpet will retain at least 90% of its pile fibre for up to 15 years in residential applications or 7 years in commercial applications. Vacuum cleaners should have 'high suction' and no beater brush.

Matting generally occurs as a result of pile flattening together with the entanglement of fibres tuft to tuft. It occurs in all tufted carpets to some degree, but is more likely to occur in high traffic areas (e.g. in front of seating areas, doorways etc). This may result in the loss of sharpness or the carpet pattern.

STAIN PROOF:

Belgotex warrants that the surface pile of the carpet will be protected from household food and beverage spills for up to 20 years. Please note: Any staining that becomes permanent due to the failure to immediately tend to the removal of a spill as per Belgotex Cleaning & Maintenance Guidelines will be excluded from any warranty.

FADE PROOF:

Belgotex warrants that from the date of the original purchase, the colour of this carpet will not fade as a result of UV light from the sun, nor will the yarn degrade, for up to 20 years.

COLOURFAST:

Belgotex warrants that from the date of the original purchase, the carpet will not display or show evidence of a significant change in colour due to atmospheric contaminants (ozone or oxides of nitrogen) for up to 20 years.

Please Note: In order to make a claim under this warranty, the owner must notify the installation contractor/retailer and furnish non-returnable samples of the carpet for testing in accordance with AATCC Test Methods. If the carpet is found to have a rating of 3 or less under the Grey Scale for Evaluating Change in Colour, and such a rating is determined to be the result of exposure to ozone, when tested in accordance with Test Method 129-1980, or exposure to oxides of nitrogen, when tested in accordance with Test Method 164-1992, Belgotex will replace the original carpet in the affected room or area.

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