

## Guarantees and Warrantees

The Vanguard Collection carpet is manufactured by Belgotex Floors who are manufacturers of high-quality carpets using the latest available technology. Our factory operates on a strict quality system, (SABS ISO 9002) where all raw materials and every step of the manufacturing process is carefully checked.

All our branded products are tested by the SABS and given a location grade according to the results of such testing (CMSA LOCATION GRADE). We therefore guarantee these products against any latent manufacturing defects for five (5) years. In the event of a consumer, all claims are handled in accordance with the CMSA standard claims policy.

All carpets are subject to wear and tear which is related to the quality and location grade of the product and the local conditions of traffic and maintenance to which the carpet is subjected.

Furthermore, Belgotex Floors warrants that for 15 years from date of original purchase, this Belgotex carpet, when installed and maintained as recommended by Belgotex Floors, will retain at least 90% of its pile fibre, subject to the following limitations:

This warranty does not cover tears, burns or cuts due to improper use of the application of improper cleaning agents or maintenance methods or lack of protection under roller castor chairs.

If dissatisfied with the wear performance, the owner must notify the installer of the product and permit Belgotex Floors to test the carpets subject to the foregoing. If the carpets are found to have lost more than 10% of its pile fibre, Belgotex Floors will replace the original carpet in the affected room or area, subject to the carpet manufacturer of South Africa (CMSA) claims policy, which is available at the offices of the installer or Belgotex Floors.

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