Guarantees & Warranties

Cut-To Order



Important Information

Colours may vary within a commercial tolerance (ISO105-A02) from batch to batch.

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Pile pressure marks (for example due to furniture), texture or colour variation, shading and soiling shall not be accepted as a manufacturing defect. Returned products shall not be accepted unless such return is authorized by the manufacturer. Belgotex must be made aware of returns or claims for authorization. Claims for products that were damaged or wet in transit, shall only be considered by the manufacturer if the delivery note is endorsed to the effect that the wrapping or contents were damaged or wet at the time of delivery.

Fibre & Yarn Types

SDX (100% Solution Dyed Nylon) and Stainproof Miracle Fibre (100% Solution Dyed Polypropylene) are colourfast, easy to clean, anti-microbial, anti-allergenic and are not normally affected by insects, mold and mildew.

Maintenance of your Rug

Please refer to the Cut-to-Order Cleaning Guide available on our website. Also ensure:

Regular vacuuming will remove dry soiling and dust, ensuring a clean and healthy environment. We recommend the use of an upright vaccuum cleaner as the beater brush ensures the carpet fibre is opened during vacuumation which in turn ensures the effective removal of dry soil. Correct and regular maintenance will increase the lifespan of the rug and help to maintain its appearance. Cleaning should be proportional to the amount of soiling to which the rug is subjected.

Belgotex cannot be held responsible for any damage that may occur to your rug due to incorrect application or maintenance and stain removal procedures. Consult the Cut-to-Order Cleaning Guide for details on cleaning methods.

Carpet Care and Stain Removal

Belgotex cannot be held responsible for any damage that may occur to carpets as a result of the incorrect application of maintenance and stain removal procedures. Consult the Cut-to-Order Cleaning Guide for details on cleaning methods.

RESIDENTIAL WARRANTY 1 YEAR

One-year Limited Wear Warranty

Your Cut-to-Order rug comes with a 1-year limited wear warranty against excessive fibre loss. Guaranteed by Belgotex against any patent and latent manufacturing defects. This warranty is void should your new rug been exposed to damage, improper application, or use.

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RSA Carpet Manufacturers Standard Claims Policy

Belgotex adheres to stringent quality control standards regarding the manufacturing processes and the materials used. In the unlikely event of a manufacturing or material defect being discovered in your rug, your claim will be assessed according to the terms of the South African Carpet Manufacturers Standard Claims Policy.

Quality Management Systems

Quality
Quality Management System
ISO 9001:2015
Better quality products and service, production efficiency, and improve customer satisfaction.

Environment
Environmental Management System
ISO 14001:2015
Improve business environmental performance through efficient use of resource, reduction of waste, and reduce environmental impact from business processes.

Safety
Occupation Health and Safety Management System
ISO 45001:2018
Improve and provide a safe and healthy workplace for employees and other persons who may be interacting with the organisation. Improve employee safety, reduce workplace illnesses, and injuries.

Disclaimer

Belgotex reserves the right to change and update its rug ranges at any time. Colours shown in printed brochures and online may differ to actual rug colours. Prior to ordering, all buyers must visually check the physical product for confirmation on the colour chosen.