

Returns & Refunds

Cut-To Order

Please refer to product discrepancies section under Terms & Conditions. Belgotex will not accept any responsibility for issues listed in this section.

Items cannot be returned after 7 days from the date of delivery unless the product becomes defective within six (6) months from the date of delivery, having regard for its general intended purpose and normal use, and that care has been taken to look after the rug according to the Cut-to-Order Cleaning Guide, obtained from the website. Please note that items arriving after 7 working days return deadline will not be accepted and will be returned to the sender. If goods are not returned in the same condition they were sent out in, we reserve the right to withhold the refund. Return requests will be approved at the discretion of Belgotex. No credits (price differences etc) will be passed after 7 days from the date of the delivery note. No quality complaints can be accepted after six (6) months from the date of invoice. No returns will be accepted without a valid reason given in writing and approved by a Belgotex representative.

No returns will be accepted without a copy of the original invoice. Credits can only be passed once the central distribution centre in Pietermaritzburg has received the item and the required documentation; and an inspection is completed to ensure the item is in its original condition and not soiled. If an item is returned and is not in its original condition, Belgotex has the right to void the claim. Belgotex cannot be held responsible for any loss or damage suffered by a customer due to a product having been incorrectly cleaned or handled. Please refer to the Cut-to-Order Cleaning Guide. No claims will be accepted if the rugs have been chemically treated after purchase. The Belgotex return policy does not apply to items bought during a SALE. We will not refund rugs that have been on sale. Belgotex will not be held responsible for any consequential loss as a result of a defective or hazardous product. We reserve the right to refuse any return in line with the above-mentioned terms.

Return Fees

A handling fee and delivery fee will be charged on all returned items, unless otherwise agreed. This fee will be deducted from the refundable amount. The handling fee for rugs is R300.00 including VAT per rug. Delivery fees average between R100 - R500 including VAT per rug depending on your area and size of the order and weight of the product. Delivery fees can exceed R500 on very large orders or if you are situated in outlying areas in South Africa.

For goods to be credited, a customer needs to supply us with the following documentation:

1. A copy of invoice.
2. Proof of return (signed copy of delivery note/waybill).
3. Written reason for return, signed off by a Belgotex representative.
4. Name of the Belgotex representative who approved the credit.

• The refund will be made in the same tender as the original payment.
• Products must be returned in their original packaging and will not be eligible for return if they have been damaged. Please notify Belgotex if packaging needs to be supplied to you prior to return of the rug.
• Item needs to be sufficiently wrapped for transport ensuring that all ends of the roll are sealed. Items damaged on their return will be the Client's responsibility.
• Rugs need to be rolled tightly and neatly and not folded.
• We will not accept wrapping in the form of bin bags or bubble wrap.

Special Orders

You will be provided with a quotation for all made-to-order goods ('special orders'). It is your responsibility to verify the correctness of all the information on the quotation before the Company begins to process the special order. A deposit to be determined by the Company shall be payable in advance and is required for all special orders. The deposit is subject to forfeiture if the special order is cancelled at any stage. The balance is payable in accordance with the Company's payment terms and conditions. The lead time for special orders depends on the product, its availability and performance by the Company's suppliers or manufacturers. The anticipated lead time will be stated on the invoice. The Company will inform the customer of any delays. It is acknowledged that products that are subject to special orders may differ from their samples due to hand-making processes and shall still be accepted by the customer. No special orders will be subject to return, exchange or refund.