Guarantees & Warranties

Indoor/Outdoor Rugs



Important Information

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

Product specifications are based on averages from normal manufacturing tolerances. Such variations do not affect product performance. Our Indoor/Outdoor rugs are UV stabilized for outdoor use, adding UV helps with colour fasting of colour due to the harsh UV sun ray therefore the product can be used outdoors or indoors. Although every precaution has been taken to ensure your new rug can withstand the harsh African climate it is always advisable to protect your rug from continuous direct sunlight.

Your Indoor/Outdoor rug is guaranteed by Belgotex against any patent and latent manufacturing defects and comes with a 1-year limited wear warranty against excessive fibre loss. This warranty is void should your new rug been exposed to damage, improper application, or use. In the unlikely event of a claim, the supplier must register the claim, in writing, with the manufacturer within 1 (one) month of the delivery date of the product to you. The supplier must clearly state the nature of the manufacturing defect together with full details of the product so that the manufacturer can properly consider the claim. 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

STAINPROOF MIRACLE FIBRE (100% Polypropylene) is colour-fast, easy to clean, anti-microbial, anti-allergenic and is not normally affected by insects, mould and mildew.

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.

Maintenance of your Rug

Please refer to our Indoor/Outdoor Rugs Cleaning Guide available on our website. Also ensure:

Regular vacuuming will remove dry soiling and dust, ensuring a clean and healthy environment. If using an upright vacuum cleaner with rotating beater brush, care should be taken to set the brush height to skim lightly over the rug, thus avoiding unnecessary abrasion. 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 due to incorrect application or maintenance and stain removal procedures. Please consult the Indoor/Outdoor Rugs Cleaning Guide for details on cleaning methods.

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. Although every precaution has been taken to ensure your new Indoor/Outdoor rug can withstand the harsh African climate, it is always advisable to protect your rug from continuous direct sunlight. The Indoor/Outdoor rug yarn is also water-resistant, which prevents it from clinging to dust, ensuring our rugs are easy to clean and maintain. Each rug comes with a 1-year warranty.