



Ultralux Entrance Mat & Anti-Fatigue Mat Warranty

Chair Mats Limited (trading as Mat Stores) provides a limited warranty on all the Ultralux branded entrance mat and anti-fatigue products, which guarantees them to be free from any defects in material and workmanship at the time of sale to the original purchaser, and will not break or tear under normal usage.

The warranty only applies to the original purchaser. Claims are limited to one replacement per product purchased. Chair Mats Limited will not be obligated to replace any product which has been previously replaced under this warranty.

Should any product during the warranty period, in Chair Mats Limited's sole opinion, prove to be defective in material and/or workmanship under normal usage, Chair Mats Limited will replace the product at no charge (except as otherwise stated herein) provided that the product has not been subjected to abuse, misuse, misapplication, neglect, accident, disaster, alteration or modification.

The warranty period for Ultralux branded entrance mats and anti-fatigue mats is 1 Year Limited Warranty.

This WARRANTY IS VOID under certain conditions, including but not limited to:

Use of the product in an application not recommended by Chair Mats Limited for that particular model; cutting or altering of the mats in any way or affixing to flooring. Use of indoor entrance mats and anti-fatigue mats in outdoor applications.

Damage to the product as a result of abuse, misuse, misapplication, neglect, accident, disaster, alteration or modification will VOID THE WARRANTY.

Normal wear and tear, is not covered under the warranty.

To apply for a replacement, please contact us directly via email: customerservice@matstores.co.uk

Please include your order number, a copy of your original order and photos of the mat in application and of the specific damage.

Chair Mats Limited reserves the right to request damaged entrance mats and anti-fatigue mats be returned for inspection before sending a replacement product.

Some model entrance mats and anti-fatigue mats may no longer be available. In warranties involving discontinued product, Chair Mats Limited will provide, at its discretion, an entrance mat or anti-fatigue mat with the specifications that most closely match the original type purchased or if no replacement is available, Chair Mats Limited may retract the warranty.

This warranty does not cover damage from accidents, misuse, abuse, improper handling or care. In no case shall Chair Mats Limited liability under any other remedy prescribed by law exceed the purchase price.