



## Ultralux Entrance Mat Warranty

Chair Mats Limited (trading as Mat Stores) provides a limited warranty on all the Ultralux branded entrance mat 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.

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 is 1 Year Limited Warranty.

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

Use of the entrance mat in an application not recommended by Chair Mats Limited for that particular model; cutting or altering of the entrance mat in any way or affixing to flooring. Use of indoor entrance 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](mailto: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 be returned for inspection before sending a replacement product.

Some model entrance mats may no longer be available. In warranties involving discontinued product, Chair Mats Limited will provide, at its discretion, an entrance 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.