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Warranty Information

Wood Chair Mats

All desk chair mats are warranted against manufacturing defects as well as against any breaking, cracking or splitting for a period of ten (10) years from the date of purchase. Chair mats determined to have manufacturing defects will be replaced or repaired once. American Chair Mats may instead, at its option, refund the original purchase price less shipping costs.

The warranty is void if mats are not used in accordance with American Chair Mat's recommendations including:

- (1) Desk Chair Mats must not be placed under any furniture excluding the desk chair itself (i.e., filing cabinets, desk's leg, etc.).
- (2) The wear must be evident, measuring at least one square inch, and must not be the result of abusive conditions or accidents, such as, but not limited to, damage caused by cutting, soil exposure, excessive moisture, or the use of chairs with metal or hard ball casters. (Soft, dual-wheel casters, which are found on virtually all desk chairs these days, are recommended).

American Chair Mats reserves the right to audit a damaged mat's condition including receiving digital pictures and/or picking up the mat for Quality Control purposes; mat damage resulting from abuse/neglect is excluded from warranty coverage. Colors may be subject to normal action of exposure and to sunlight and are therefore not covered by this warranty.

The customer is *only* responsible for any shipping charges associated with delivery of the replacement chair mat, not the chair mat itself. Liability under this warranty is limited to the cost of the product and shall not extend to any other special or consequential damages.

Feel free to email us at help@americanchairmats.com or call us at 800-762-9010 with any questions.