



Warranty



Customer Service
800-468-0860



Premier Image®

36 oz. Solution Dyed Nylon

Matting By Design warrants for a six year period from the date of purchase, that the Premier Image mat, when maintained as recommended by Matting By Design, will retain at least 90% of its pile fiber over 60% of the area. In order for this warranty to be valid, the product must be maintained according to the cleaning procedures described in [the Owner's Manual](#).



Ultra Dry® PCR PET

53 oz. Ribbed Recycled Polyester

Matting By Design warrants for a six year period from the date of purchase, that the Ultra Dry mat, when maintained as recommended by Matting By Design, will retain at least 80% of its pile fiber over 60% of the area. In order for this warranty to be valid, the product must be maintained according to the cleaning procedures described in [the Owner's Manual](#).



Sahara Mat®

36 oz. Cross Ribbed Polypropylene

Matting By Design warrants for a three year period from the date of purchase, that the SaharaMat mat, when maintained as recommended by Matting By Design, will retain at least 80% of its pile fiber over 60% of the area. In order for this warranty to be valid, the product must be maintained according to the procedures described in [the Owner's Manual](#).



Full Replacement Warranty

Care & Use Limitations



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Factory Warranty does not cover the following:

1. Tears, pulls, cuts, and damage due to material handling equipment or similar devices.
2. Burns, crushing, rips, or acts of God.
3. Damage to the edging from doors, stones, or mechanical devices such as flooring buffers.
4. Improper maintenance, cleaning methods, or cleaning chemicals.
5. Deterioration of appearance which is not related to loss of pile fiber.
6. Damage resulting from improper positioning.

If dissatisfied with the wear performance of any Matting By Design product, owner must notify Matting By Design and permit testing of the pile fiber. If after testing, the matting shows loss of more than 10% for Premier Image and 20% for Ultra Dry and SaharaMat, over a 60% area, the matting will be replaced by Matting By Design.

IN ORDER FOR WARRANTY TO BE VALID, PRODUCT MUST BE MAINTAINED ACCORDING TO THE PROCEDURES DESCRIBED IN [THE OWNER'S MANUAL](#).

Matting By Design will not be liable for claims resulting from accidents caused by product defects or incorrect product usage that are not within our control.

Manufacturing Defect Warranty:

Premier Image and Ultra Dry floor matting, manufactured by Matting By Design, are warranted to be free of defects in material and workmanship for a period of six years, and SaharaMat for three years, from the date of purchase. Any defective material or component, including edging, seams, and graphics, will be repaired or replaced free of charge if a claim is made in writing within six/three years after original date of purchase, and if our examination shows the product has failed under the terms of this Warranty, provided the recommended installation and maintenance instructions have been followed.

Note: Freight and handling charges are not covered under this Warranty.