

10-YEAR MANUFACTURER'S WARRANTY



Only PetMats™ offers the most comprehensive, “Best-in-Class”, 20-Year Manufacturer’s Warranty. With our extensive and proven track record in many commercial environments, PetMats™ can confidently stand behind this guarantee. As the manufacturer located in the United States, we comply with all stringent U.S. regulations. With our proprietary “Advanced Polyurethane Technology” (APT), PetMats™ are free of formaldehyde, heavy metals, PVC’s, latex, plasticizers, phthalate, or any other fillers. When used in a residential setting, this allows us to warrant every PetMat™ against any defects in materials and workmanship for 10 years, with great pride.

5-YEAR PERFORMANCE WARRANTY

As a part of the 10-Year Manufacturer’s Warranty, PetMats™ also includes a 5-Year Performance Warranty, which specifically calls out that our mats:

Will Remain Unmatched in Comfort

PetMats™ provide comfort and relief to resting dogs. The 1” polyurethane composite effectively suspends body weight reducing impact on hips and joints providing extra cushion that helps prevent pressure sores as well as other ailments.

Will Always Lie Flat

The 20 degree, gradually beveled edges of a PetMat™ will never roll up, which prevents dangerous trip hazards for both you and your dog. Distinctive to Petmats®, our APT includes 100% memory properties, meaning the mat is cured flat and will always remain flat.

Will Never Delaminate

The unique one-piece construction of the PetMat™ eliminates the need for glues or toxic bonding agents that often separate in time and can be hazardous to dogs.

Will Never Compress

PetMats™ have an unprecedented immediate recovery (bounce back) and are guaranteed to never lose their form. The one-piece APT construction will not compress (squish down) creating dangerous high and low spots or lose resiliency. This results in consistent comfort.

PRODUCTS, BENEFITS AND CARE

Warranty Replacement Coverage

If a PetMat™ is found to be defective as per the warranty, a full replacement mat or allowance toward another PetMat™ will be offered. PetMats™ reserves the right to determine if a mat is considered warranted, normal wear and tear, or other. ALL WARRANTY CLAIMS AND RETURNS MUST BE ACCOMPANIED BY A PROOF OF PURCHASE.

Accidental Replacement Allowance

Every PetMat™ comes with an Accidental Replacement Allowance. If a mat has been accidentally damaged and not covered under the 10-Year Manufacturer’s Warranty, a replacement allowance will be available towards the cost of a new Petmat®. Contact your Retailer or PetMats™ Customer Service Department for more information.

Maintenance and Cleaning

PetMats™ require little to no special care. Mild soap and water, or a non-abrasive pet-friendly cleaner are usually all that is required for most spills. For disinfecting, household cleaning wipes or a low concentration bleach solution is safe when sprayed onto a cloth and wiped gently. We do not recommend spraying anything directly on to your PetMats™, or using highly concentrated solutions of bleach, vinegar, or alcohol. Try to address spills as soon as possible, especially those that are acidic or corrosive in nature. We recommend blotting or wiping instead of concentrated scrubbing. For more difficult stains, a pet-friendly cleaner is recommended. For large debris, use a soft to medium bristle broom, dust mop or handheld vacuum. Avoid using a vacuum with a spinning brush roller that could mark the finish. PetMats™ recommends that you always test our products with any chemicals to be used. A free test sample is available upon request.

Flooring and Usage

PetMats™ are sealed on both the top and bottom, making them water resistant. However, it is important that care is taken to ensure the floor is completely dry before a Petmat® is put in place. To help prevent mat movement, periodically clean the bottom of your PetMat™. Any floor cover may create color differentials on the floor when exposed to elements such as sunlight, humidity, and/or other environmental conditions. To help prevent any floor color variation, it is recommended that you lift and clean under your PetMat™ every two weeks. Although extremely rare, our company research has discovered that some types of flooring that contain raw materials such as linseed oil may tend to slightly discolor when covered. Similar results may occur with floors that may be sealed with non-urethane-based sealers. American Pro Marketing, LLC is not responsible for any reaction between our products and floors. It is our recommendation that customers contact their floor supplier to learn more about their finish or request a sample mat for testing. Dogs love to lay and rest on PetMats™. Marks from claws and chewing may occur, and while not covered under warranty, the PetMat™ will continue to provide the comfort & support needed, even with marks. The 1” thickness is specifically designed as orthopedic support for dogs and not as a standing solution in other areas of the home or workplace.

Customer Service

We at PetMats™ strive to exceed your every expectation and want to ensure that you are 100% satisfied with your purchase. If for any reason you are not completely satisfied, please contact us at CustomerService@WellnessMats.com or 800.981.4979. We know your pet will enjoy their PetMat™ for many years to come!