



## 20-YEAR COMPREHENSIVE WARRANTY

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

## 7-YEAR PERFORMANCE WARRANTY

As a part of the 20-Year Comprehensive Warranty, WellnessMats also includes a 7-Year Performance Warranty, which specifically calls out that our mats:

**Will Remain Unmatched in Comfort** - WellnessMats provide the optimum in comfort and relief. The ¾” “Advanced Polyurethane Technology” (APT) composite, effectively suspends body weight, thus reducing impact on the back, legs, and feet, while encouraging proprioception (rebalancing). This exclusive advantage results in unmatched and consistent comfort.

**Will Always Lie Flat**- The 20°, gradually beveled edges of a WellnessMats will never curl or roll up, reducing dangerous trip hazards. Distinctive to WellnessMats our APT includes 100% memory properties, meaning each mat is cured flat and will always remain flat.

**Will Never Delaminate**- The unique one-piece construction of WellnessMats eliminates the need for glues or toxic bonding agents that often break down over time. Our mats will never separate, bubble up, ripple, or tear as a result of broken-down glues.

**Will Never Compress** - WellnessMats have an unprecedented immediate recovery (bounce back) and are guaranteed to never lose their form. The one-piece APT polyurethane construction will not compress (squish down) creating dangerous high and low spots or lose resiliency. This results in consistent comfort, even where the most frequent standing occurs.

## PRODUCTS, BENEFITS AND CARE

**Warranty Replacement Coverage** - If a WellnessMat is found to be defective as per the warranty, a full replacement mat or allowance toward another WellnessMat will be offered. Our exclusive color finishes and surface applications may fade over time and are not covered under our Performance Warranty. WellnessMats reserve the right to determine if a mat is considered warranted, normal wear and tear, or other. ALL WARRANTY CLAIMS MUST BE ACCOMPANIED BY A PROOF OF PURCHASE.

**Accidental Replacement Coverage:** Every mat comes with an Accidental Replacement Allowance. If your mat has been accidentally damaged and not covered under the Manufacturer's Warranty, a replacement allowance will be available towards the cost of a new mat. Please Note: All Warranty claims and returns must be accompanied by a proof of purchase.

**Maintenance and Cleaning** - WellnessMats require little to no special care. Mild soap and water, or a non-abrasive cleaner are usually all that is required for most spills. For disinfecting, cleaning wipes or a low concentration bleach solution is safe when sprayed onto a cloth and wiped gently. Spraying anything directly on to your WellnessMat or using highly concentrated solutions of bleach, vinegar, or alcohol is not recommended. 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 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 or damage the mat. WellnessMats recommend that you always test our products with any cleaning chemicals to be used. A free test sample is available upon request.

**Finish and Custom Surface Applications** - Some of our WellnessMats feature exclusive color finishes or custom surface applications. While very similar, a slight variance between mats using the same dye may occur. With normal wear, these finishes and/or surface applications may fade over time and are not covered under the performance warranty. Custom Surface Applications such as Digital Transfers are not covered under our warranty and may fade overtime.

**Flooring and Usage** - WellnessMats are sealed on both top and bottom, making them water resistant. It is important that care is taken to ensure a floor is completely dry before a WellnessMat is put in place. To help prevent mat movement, periodically clean the bottom of your WellnessMat and the floor underneath. 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 WellnessMat 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. Wearing small, heeled shoes on WellnessMats is discouraged, and while unusual, may leave indentation marks or punctures. WellnessMats are not recommended for areas involving hot oils, such as deep fryers. Salt water and chlorine may cause damage to your WellnessMat which is not covered under warranty. We recommend rinsing and drying after exposure to prolong the life of your WellnessMat. When dismantling the PuzzlePiece mats, lift to release the notch, do not tug or pull on the connection.

**Customer Service** - We at WellnessMats 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 you’ll enjoy your WellnessMat for many years to come!