



## Greatmats Turf Athletic Padded Interlocking Tile Warranty

Greatmats Turf Athletic Padded Interlocking Tile flooring is guaranteed to be free from manufacturing defects on both material and workmanship. If such a defect is discovered, the customer must notify Greatmats either through the contracting installer, distributor, or directly. If found to be defective within 5 years under normal non-abusive conditions, the sole remedy against the seller will be the replacement or repair of the defective goods; or at the seller's option, credit may be issued not exceeding the selling price of the defective goods.

Greatmats Turf Athletic Padded Interlocking Tile warranty shall not cover dissatisfaction due to improper installation, normal wear, damage from improper maintenance or usage, or general misuse, including and without limitation: burns, cuts, tears, scratches, scuffs, damage from rolling loads, damage from cleaning products not recommended by Greatmats, slight shade variations or shade variations due to exposure to direct sunlight, or differences in color between samples or photographs and actual flooring.

### I. Items Under Warranty:

1. WEAR – Greatmats warrants that Turf Athletic Padded Interlocking Tile products will not wear more than 10% of its surface pile weight from normal abrasive wear for 5 years from the date of installation. Abrasive wear is meant fiber loss from the wear layer through normal abrasion, not crushing or flattening of the fiber surface pile or abnormal usage of the fiber surface.

2. EDGE RAVEL – Greatmats warrants that Turf Athletic Padded Interlocking Tile products will not edge ravel along seams for 3 years from the installation of the product.

3. DELAMINATION – Greatmats warrants that Turf Athletic Padded Interlocking Tile products will not delaminate for the 5 year warranty period of the fiber surface when maintained according to our published procedures. Delamination warranty excludes tiles that have been modified by cutting and exposed in open areas where not properly protected by an edge molding.

### II. Limitations – This warranty does not include:

1. Disfigurement or damage caused by abnormal use or any damage to the Turf Athletic Padded Interlocking Tiles not arising from a defect to Greatmats product. For example, the warranty does not cover tears, burns, cuts, installation on stairs, or damage in transit.

2. Differential fading due to light exposure, shading, pile crush, dye lot differences, and soiling.

3. Any condition that would have had a visible defect upon inspection prior to installation.

4. Damage to Turf from any use for which the product was not designed.

5. The exact matching of shade or color.

6. Any express or implied promise made by any salesman or representative.

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7. Tears, burns, cuts, or damage due to improper installation, improper use, or improper cleaning agents or maintenance methods.
8. Labor costs for installation of original or replacement material.
9. Sale of “remnants”, “seconds”, “off goods” or other irregular (non-first-quality) flooring materials. With respect to “seconds”, “off goods”, or “remnants”, such are sold “as is,” and Greatmats makes no warranties whatsoever, express or implied with respect thereto, including warranties of merchantability or fitness for a particular purpose.
10. Problems caused by moisture, hydrostatic pressure, or alkali in the sub-floor.
11. Problems caused by uses, maintenance, and installation that are contrary to Greatmats Turf Athletic Padded Interlocking Tile specifications, recommendations, or instructions.
12. Material installed outdoors.
13. Material installed with obvious defects.
14. Material that is not installed and maintained as recommended by Greatmats.
15. Damage to flooring products from pallet jack and tow-motor or vehicular traffic.
16. Environments where the product will be exposed to animal fats, vegetable oils, grease, or petroleum based materials. (i.e.: commercial kitchens or auto repair facilities.)
17. Premature wear and deterioration from spikes or natural grass cleats.
18. Differences in color between products and photography.

### **III. Obligations of Owner**

1. The Owner must submit notice of all claims under this limited warranty to Greatmats within the specified warranty period.
2. Claims must be submitted in writing and delivered to:

Greatmats  
Attention: Customer Service,  
117 Industrial Ave  
Milltown WI, 54858

3. All areas in which flooring is to be replaced under the terms of this limited warranty must be cleared of all equipment, furnishings, partitions, and the like that have been installed over the flooring subsequent to the original product installation, at the owners expense.

### **V. Warranty Remedies**

1. After receipt of proper written notice of the claim, Greatmats will designate a representative to inspect that product with the owner’s representative, and Greatmats will meet all warranty obligations.

2. Subject to any monetary adjustment, as may be agreed to upon in writing by Greatmats, and subject to the above warranty limitations and owner obligation, Greatmats shall repair or, in its sole discretion, replace any designated Turf Athletic Padded Interlocking Tile products. These products must contain a defect covered by the above limited warranty, and will be covered at no expense to the owner, excluding labor.

3. Any replacement will be made with a comparable product selected by Greatmats from the then-current Greatmats running line. However, Greatmats obligation shall not include the reimbursing of any indirect costs or consequential damages incurred. By way of example, and not limitation, damages arising from interruption of use of the spaces affected, nor expenses in removing furniture from the affected area will be included in our obligation.

These warranties are in lieu of any other warranty expressed or implied. Greatmats shall not be liable for any incidental or consequential damages which may result from a defect. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

These warranties give you specific rights, and you may also have rights which may vary from state to state. To know the legal rights in your state, consult your local or state Consumer Affairs Office or your State Attorney General.

For latest warranty information on products within the Greatmats collection, please visit our website at [Greatmats.com](http://Greatmats.com).

Greatmats.com  
117 Industrial Ave  
Milltown, WI 54858  
877-822-6622  
[Info@greatmats.com](mailto:Info@greatmats.com)