WELLNESSmats®
PROFESSIONAL

10-YEAR COMPREHENSIVE WARRANTY

Only WellnessMats® offers the most comprehensive, "Best-in-Class", 10-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 Polyurethante Technology" (APT), WellnessMats are free of formaldehyde, heavy metals, PVC's, latex, plasticizers, phthalate, or any other fillers. This allows us to warrant every WellnessMat against any defects in materials and workmanship for 10 years, with great pride.

5-YEAR PERFORMANCE WARRANTY

As a part of the 10-Year Comprehensive Warranty, WellnessMats also includes a 5-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 warranty. WellnessMats reserves 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 Allowance - Every WellnessMats comes with an Accidental Replacement Allowance. If a mat has been accidentally damaged and not covered under the 10-Year Comprehensive Warranty, a replacement allowance will be available towards the cost of a new WellnessMats. Contact your Distributor or WellnessMats Customer Service Department for more information.

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 WellnessMats 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 recommends 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 items feature custom surface applications, such as our exclusive "Dye Wash" finishes or digital transfers and adhered decals. Due to the nature of the finish application process which may include varying levels of color pigments, no two mats will be exactly the same. While very similar, a slight variance between mats using the same dye may occur. With normal wear, repetitive cleaning and/or wiping, finishes and/or surface applications may fade over time and are not covered under the warranty.

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 WellnessMats and the floor underneath. Any floor cover may create color differentials to the floor when exposed to elements such as sunlight, humidity, and other environmental conditions. 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 WellnessMats which is not covered under warranty. We recommend rinsing and drying after exposure to prolong the life of your WellnessMats. When dismantling the PuzzlePiece mats, lift to release the notch, do not tug or pull on the connection.

Customer Service - At American Pro Marketing, LLC, we 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 WellnessMats for many years to come!