



## Hometex Solutions Warranty - UK

Floortex Europe Limited provides a limited warranty on all Hometex branded chair mats, surface protection products, entrance mats and anti-fatigue products which guarantees them to be free from any defects in material and workmanship at the time of sale to the original purchaser, and will not crack, chip, break, shatter or tear under normal usage.

The warranty only applies to the original purchaser. Claims are limited to one replacement per product purchased. Floortex Europe Limited will not be obligated to replace any product which has been previously replaced under this warranty.

Should any product during the warranty period, in Floortex Europe Limited's sole opinion, prove to be defective in material and/or workmanship under normal usage, Floortex Europe Limited will replace the product at no charge (except as otherwise stated herein) provided that the product has not been subjected to abuse, misuse, misapplication, neglect, accident, disaster, alteration or modification.

### **The warranty for all Hometex branded products is a 1 Year Limited Warranty.**

This WARRANTY IS VOID under certain conditions, including but not limited to:

#### ***Chair mats and surface protection products:***

Use of metal casters; placement of furniture or other stationary objects on any Hometex chair mats or surface protection products; use of the product in an application not recommended by Floortex Europe Limited for that particular model; cutting or altering of the product in any way; or use of the Hometex chair mats or surface protection products outdoors.

#### ***Entrance mats and anti-fatigue products:***

Use of the product in an application not recommended by Floortex Europe Limited for that particular model; cutting or altering of the mat in any way or affixing to flooring. Use of indoor entrance mats and anti-fatigue mats in outdoor applications.

Damage to the product as a result of abuse, misuse, misapplication, neglect, accident, disaster, alteration or modification will VOID THE WARRANTY.

Normal wear and tear, including but not specifically limited to, marring and scuffing is not covered under the warranty.

To apply for a replacement, please contact us directly via email: [UKorders@floortex.com](mailto:UKorders@floortex.com)

Please include your order number, a copy of your original order and photos of the product in application and of the specific damage.

Floortex Europe Limited reserves the right to request damaged products be returned for inspection before sending a replacement product.

Some model products may no longer be available. In warranties involving discontinued products, Floortex Europe Limited will provide, at its discretion, a product with the specifications that most closely match the original type purchased or if no replacement is available, Floortex Europe Limited may retract the warranty.

This warranty does not cover damage from accidents, misuse, abuse, or improper handling.

In no case shall Floortex Europe Limited liability under any other remedy prescribed by law exceed the purchase price.

