

20 Year Warranty

REVOLUTIONIZING PET HEALTH

20 Year Manufacturer's Warranty

Only Wellness PetMats offers the most comprehensive, "Best in Class", 20-Year Manufacturer's Warranty. With our extensive and proven track record in many commercial and residential environments, Wellness PetMats can confidently stand behind this guarantee. As the manufacturer located in the United States, we do comply with all stringent U.S. regulations. With our proprietary "Advanced Polyurethane Technology" (APT), Wellness 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 Wellness PetMat against any defects in materials and workmanship for 20 years, with great pride. As a part of the 20-Year Manufacturer's Warranty, Wellness PetMats also includes a 7-Year Performance Warranty, which specifically calls out:

Remain Unmatched in Comfort - Wellness 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.

Always Lie Flat - The 20 degree, gradually beveled edges of a Wellness PetMat will never roll up. This guarantee prevents dangerous trip hazards for both you and your dog. Distinctive to Wellness PetMats, our APT includes 100% memory properties, meaning the mat is cured flat and will always remain flat.

Never Delaminate - The unique one-piece construction of the Wellness PetMat eliminates the need for glues or toxic bonding agents that often separate in time and can be hazardous to dogs.

Never Compress - Wellness 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.

Never Wear Through - Our advanced designs protect against erosion. Deterioration is greatly reduced with our premium polyurethane products.

Products, Benefits and Care

Replacement Coverage - If a Wellness PetMat is found to be defective as per the warranty, a full replacement mat or allowance toward another Wellness PetMat will be offered. Wellness PetMats reserves the right to determine if a mat is considered warranted, normal wear and tear, or other. Damage caused by an animal is not covered under warranty.

Accidental Replacement Coverage - Every Wellness PetMat comes with an Accidental Replacement Allowance. If your mat has been accidentally damaged and not covered under the 20-Year Manufacturer's Warranty, a replacement allowance will be available towards the cost of a new Wellness PetMat. Contact your Retailer or Wellness PetMat Customer Service Department for more information.

Maintenance and Cleaning - Designed to provide comfort and well-being, Wellness PetMats require little to no special care. Most messes can easily be cleaned with a pet-friendly cleaner. For more difficult stains, mild soap and water are recommended. It can be spot cleaned, swept, or stick vacuumed (non-brush rolled) as needed. Wellness PetMats recommends that you always test our products with any chemicals to be used. A free test sample is available upon request.

Product Overview and Guidelines - With over 20 years of experience producing polyurethane products, Wellness PetMats are manufactured with the highest standards possible. Wellness PetMats are sealed on both top and bottom, making them liquid resistant. With normal wear, mats containing custom surface applications may fade or change over time. It is important that care is taken to ensure a floor is completely dry before a Wellness PetMat is put in place. To help prevent mat movement, periodically clean the bottom of your Wellness PetMat. Any floor cover may create color differentials to the floor when exposed to elements such as sunlight, humidity, and other environmental conditions. To help prevent any floor color variances it is recommended that you lift and clean under your Wellness 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 have a tendency to slightly discolor when covered. Similar results may occur with floors that may be sealed with non-urethane based sealers. WellnessMats, 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.

Customer Service - We at Wellness 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 info@WellnessPetMats.com or 800-981-4979. Enjoy your Wellness PetMat for many years to come!

*Valid in the U.S. only

WELLNESS
PETmats
Therapeutic Solutions

PREMIUM
THERAPEUTIC
SOLUTIONS

