



Limited Warranty

Craftex & Tex Pet Products

Floortex provides a Limited warranty all the company's Craftex and Tex pet products which guarantees them to be free from any defects in material and workmanship at the time of sale to original purchaser, and will not crack, chip, break or shatter under normal usage. The warranty only applies to the original purchaser. Should any product during the warranty period, in Floortex's sole opinion, prove to be defective in material and/or workmanship under normal usage, Floortex will, at its option, 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.

This WARRANTY IS VOID under certain conditions, including but not limited to: No proof of purchase; placement of furniture or other excessively heavy objects on the product; use of product in an application not recommended by Floortex for that particular model; cutting or altering of the product in any way by any individual or company other than Floortex or its designated agent; or use of the product outdoors (except Doortex products specified for outdoor use). 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, submit a Warranty Claim Form complete with dated sales receipt or purchase order and an image of the mat in application and of the specific damage. Floortex reserves the right to request damaged products be returned to the factory for inspection before sending replacement product.

Warranty Period and shipping and handling fees that will be charged for all warranty replacements are detailed below.

Tex Anti-Microbial Pet Station & Crate Mats (20" x 36" or bigger)

Limited Lifetime Warranty. Shipping & Handling Charges \$30.00

Craftex Desk Protectors,

1 Year Limited Warranty. Shipping & Handling Charges \$30.00

Craftex Bubbalux & Tex Pet Mats (up to and including 19" x 24")

1 Year Limited Warranty. Shipping & Handling Charges \$10.00

Some product may no longer be available. In warranties involving discontinued product, Floortex 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 may retract the warranty.

This warranty does not cover damage from accidents, misuse, abuse, or improper handling. In no case shall Floortex's liability under any other remedy prescribed by law exceed the purchase price.

Claim forms can be requested from customerservice@floortex.com or can be downloaded from www.floortex.com