



Max Playground Tiles Manufacturer's Limited Warranty

Greatmats (the "Seller") provides this limited warranty from the manufacturer who warrants the following limited warranty on the Max Playground Tiles:

The manufacturer warrants that the Max Playground Tiles will be free from defects in materials and workmanship, that surface wear due to ordinary abrasion from pedestrian traffic will not penetrate the wear course of the surface, and that, when installed according to the manufacturer's specifications, will ensure the surface remains fixed and functional. If found to be defective under normal non-abusive conditions, at the discretion of the manufacturer, the sole remedy against the seller will be to repair, to replace, or to issue a credit not exceeding the selling price of the defective goods. These warranties only apply to the original purchaser.

Prorated Schedule
10 Year
Year 1 to 6 - 100%
Year 7 - 60%
Year 8 - 40%
Year 9 - 30%
Year 10 - 20%

These warranties apply to purchases on or after 8/1/2022. For purchases made prior to this date, please email info@greatmats.com for warranty information. These warranties only apply to the original purchaser.

This warranty shall not cover dissatisfaction due to improper installation, normal wear or quality of installation expected from the use or environment of installation, 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 the manufacturer, slight shade variations or shade variations due to exposure to direct sunlight, or differences in color between samples or photographs and actual flooring.

Any applications other than children's playgrounds or adult pedestrian rooftop & patio use require prior written approval by the manufacturer's Technical Services.

Max Playground Tiles Manufacturer's Limited Warranty – continued

Excluded from Warranty

These warranties do not apply to the following:

1. The exact matching of shade, color, or mottling.
2. Any express or implied promise made by any salesperson or representative.
3. Tears, burns, cuts, or damage due to improper installation, improper use or improper cleaning agents or maintenance methods.
4. Wear from chairs or other furniture without proper floor protectors will void the warranty. Care should be taken to protect the flooring from damage by using good quality protective feet for chairs, tables, and other furniture. Chair mats may be required under chairs with casters/wheels.
5. Labor costs for installation of original or replacement material.
6. 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 the manufacturer makes no warranties whatsoever, express or implied with respect thereto, including warranties of merchantability or fitness for a particular purpose.
7. Problems caused by moisture, hydrostatic pressure, or alkali in the sub-floor.
8. Problems caused by uses, maintenance, and installation that are contrary to the manufacturer specifications, recommendations, or instructions.
9. Material installed with obvious defects.
10. Damage to flooring products from high heels or spike heels.
11. Damage to flooring products from rubber mats, rubber-backed mats, or vehicle tires.
12. Installation with adhesives other than those recommended by the manufacturer.
13. Fading and/or discoloration resulting from heavy sunlight penetration and ultraviolet ray exposure from direct or glass-filtered sunlight.
14. Material that is not installed and maintained as recommended by the manufacturer.
15. Damage to flooring products from pallet jack and tow-motor traffic.
16. Environments where the product will be exposed to animal fats, vegetable oils, grease, or petroleum based materials. (i.e.: commercial kitchens our auto repair facilities.)
17. Premature wear and deterioration from spikes and skate blade exposure.
18. Differences in color between products and photography.
19. Embossing / density deviations between product and samples, photography.

This warranty is in lieu of any other warranty, whether expressed or implied, including but not limited to any implied warranty of merchantability or fitness for a particular purpose. The manufacturer shall not be liable for incidental or consequential losses, damages or expenses directly or indirectly arising from the sale, handling, or use of the materials (goods), or from any other cause relating thereto.

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