



AlturnaMATS™ LIMITED LIFETIME WARRANTY

Warranty Coverage

AlturnaMATS, Inc. will provide a Limited Lifetime Replacement Warranty to the original (retail) purchaser with original receipt. The warranty covers specific defects created during the manufacturing process that become evident during normal use for the Lifetime of the product. Mats that have been used in a rental fleet are not eligible for warranty replacement.

It is important to understand the Intended Use and Function of the product in order to determine whether there is a true defect or if the product is not being used properly for its intended purpose. AlturnaMATS, being made from HDPE, can be punctured from sharp rocks and/or falling objects. Punctures are not covered by this warranty. *(Please see Intended Use/Function below)*

AlturnaMATS are warranted against, but not limited to: cracking, breaking, splintering and chipping. Our mats pass through a series of strict inspection guidelines during our in-house manufacturing process. Every mat that leaves our plant has passed our quality control and has been accepted as a product that has met our approval for use. Although rare, occasionally there are things that are not detectable during our visual inspection, and that is what is covered under this warranty. Minor thickness variances in the mats are normal and are caused from our manufacturing process. Such variances do not affect the mechanical properties of the mats.

Intended Use/Function

The intended use and function for AlturnaMATS™, VersaMAT™ and MobileMatt™ products is to provide additional traction, displace vehicle weight by increasing the footprint while adding stabilization to vehicles travelling over these mats. The mats also act as a buffer between the vehicles tires or tracks and the turf/soil below, while reducing the chances of creating ruts or getting said vehicles stuck. Another benefit is to minimize the restoration costs to the contractor using these products. These mats are designed to take the abuse that the turf or soil would otherwise experience. Signs of normal wear and tear should be expected and is not necessarily a defect. Typically any flaws deemed as a "defect" should be evident within the first few months of use, but each case will be considered on its own merits, as they are presented. It is the ultimate goal of AlturnaMATS that a product is produced that meets or exceeds the typical expectations of our customers.

In some situations, “linking” the mats together is needed. Holes are provided to permit the installation of single links for end to end assembly or double links to connect four mats together in the corners creating a larger work platform or staging area. The links will help eliminate “walk-out” of the mats while in use. It is always suggested to lay the mats down first as a preventative measure vs. trying to wedge mats underneath an already stuck vehicle.

It will NEVER be acceptable to use any of our mat products as a “bridging” device. Spanning open gaps wider than a normal truck rut is not recommended and could cause the mat to buckle or roll up underneath the vehicles tires. Our mats are designed to have soil underneath them at all times. Disregarding this warning could cause damage to the vehicle or cause personal injury to workers nearby. The ultimate responsibility for proper usage solely relies upon the end-user in the field. Using chains or cables to extract stuck mats from the mud is not only unsafe, but will damage the mats and is not covered by this warranty.

How to File a Claim

If you feel that one of our products is defective, you have two recourses for action.

1. Contact the dealer in which you originally purchased the mats from and let them know what the issue is, they will in turn contact us to file a claim for consideration.
2. Contact us directly at 888.544-6287. We will discuss the issue and help resolve it in a speedy manner. You may be requested to submit photographs and your original invoice during the claim process. Returning your defective mat(s) may not be necessary. AlturnaMATS, Inc. will not accept any un-authorized product returns.

AlturnaMATS will replace all defective mats, but we will not cover shipping.

Understanding what the mats are intended for, using them properly, and providing some form of simple maintenance will not only add life to your mats, but also help ensure the maximum performance you deserve from AlturnaMATS™, VersaMAT™ and MobileMatt™ ground protection products. We appreciate your business and value the support you provide as a customer to our dealer network.

AlturnaMATS, Inc. began producing their mats from 100% post-industrial (HDPE) plastic in 1993. Using quality raw materials, and being an industry innovator and leader, permits us to provide the only Limited Lifetime Warranty in the industry. We are proud to produce products that not only serve a purpose but also allow us to do our part by being a Green Producer.