

Warranty Information

Promat Inc. warrants to the original purchaser of its products, that the product manufactured and supplied by it, shall be free from defects in material or workmanship: up to 3 years from date of purchase. If a defect is discovered in the product, the original purchaser must report the defect to the dealer. The dealer will then report the defect to Promat Inc. using the proper warranty claim. Promat Inc. will, at its discretion, authorize the dealer to repair or replace the defect. If wear through occurs in the normal wear area a patch of sufficient size should be used. Promat Inc. will supply this material. Labour and product (if needed / used) will be reimbursed to the dealer according to the coverage schedule. Promat Inc. reserves the right to retain the defective product, which shall be shipped back to Promat Inc. if requested.

This warranty does not cover defects which Promat's sole opinion are caused by improper installation of its products, or damage caused by unreasonable use, improper maintenance or use of chemical or cleaning products not approved by Promat Inc. This warranty is the only warranty offered with respect to Promat Inc. products.

All other warranties express or implied whether pursuant to statute, at common law or otherwise are expressly excluded. Except as set out in this warranty, Promat Inc. shall not be responsible for any loss or damage incurred by any party whether direct, indirect or consequential resulting from defective materials, faulty workmanship or otherwise.

It is the customer's / installer's responsibility to re-stretch a cover if it wrinkles, as wrinkling typically occurs due to improper installation techniques or installation being attempted using a cold cover (below room temperature). A wrinkled cover is prone to tearing, and will not be warranted by Promat Inc. if Promat Inc. deems a re-stretch could have been completed.

Notes:

- Promat Inc. is not responsible for failure due to faulty installation.
- Promat Inc. is not responsible for damage, which may occur to the fabric or mattress by use of chemicals or substances known to be damaging.
- Promat Inc. provides this warranty on the complete system only (mattresses, top cover, strips). Use of one piece of our system not in conjunction with the other pieces will render this warranty null and void.
- Damage caused by sharp objects or by overly aggressive cleaning is not covered.
- Mechanical equipment, skid loaders, power brushes, ect. are not covered.
- If damage should occur to the top cover, it is the customer's responsibility to notify the dealer immediately.
- It is the dealer's responsibility to see that repairs take place before damage occurs to the mattress.
- In the event that the mattress is damaged due to negligence on the customer or dealer's part, no warranty applies.