

LIMITED WARRANTIES

EZ Flex offers the following limited guarantees on the Products as follows:

- i. 5 YEARS for vinyl mats for wrestling, fitness and martial arts;
- ii. 3 YEARS for carpet mats for tumbling, gymnastics, cheerleading, rock climbing, and fitness;
- iii. 1 YEAR for any home/personal mats;
- iv. 1 YEAR for any custom logos/designs on carpet mats.

EZ Flex warrants the Products to be free from defects in materials or workmanship during normal use and installation. The guarantees stated above are valid only if the Products have been subjected to normal use for the purpose for which the mats were designed, have not been subject to vandalism, misuse, neglect, or accident, have not been subjected to addition or subtraction of pieces, and have not been modified or altered by persons other than EZ Flex or its designees in any respect which, in the judgment of EZ Flex, affects the condition or operation of the Products. This warranty does not cover cosmetic items (scratches, scuff marks, denting or compression from incorrect storage, marring, fading, discoloring, weathering), normal wear and tear, or damage due to neglect. The above warranties commence on the date of EZ Flex's shipment. Should any failure to conform to any of the expressed guarantees occur within the applicable guarantee period, EZ Flex shall, upon notification as outlined below of the defect, correct such nonconformity, either by repairing the defective Products or by making available a replacement at the discretion of EZ Flex. EZ Flex shall deliver the repaired or replacement Products to you free of charge, including all freight charges, if such a warranty claim is accepted.

EXCEPT AS EXPRESSLY SET FORTH ABOVE OR AS STATED WITHIN EZ FLEX'S QUOTATION, ORDER ACKNOWLEDGEMENT, OR A SEPARATE WRITTEN AND SIGNED AGREEMENT, EZ FLEX MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE EXPRESSLY DISCLAIMED.

To submit a claim under the limited warranty applicable to the Products you have purchased, follow these instructions:

- i. Notify EZ Flex within thirty (30) days of the date when you first identified a possible issue with your Products.
- ii. You must notify EZ Flex by sending a notice of your claim to warranty@ezflexmats.com. DO NOT PHYSICALLY MAIL ANYTHING TO EZ FLEX. Any notification other than an email to the address above will not constitute a valid claim under this warranty.
- iii. You must include the following information/materials with your warranty claim:
 - a. Original date of purchase (referencing an order number is ideal).
 - b. A brief description of the nature and basis of your claim in plain English.
 - c. Photograph(s) of the damage. The clearer, the better. We need to see what you're talking about!

Upon receipt of a properly submitted claim, EZ Flex will notify you of its position and decision regarding your claim within thirty (30) days. You will not receive a notification that EZ Flex has received your claim.