

OUR 100% SATISFACTION GUARANTEE MEANS YOU CAN BUY WITH CONFIDENCE.

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We offer our customers an amazing **unlimited customer satisfaction guarantee**.

All of the products on INTERMATS websites are designed for industrial applications. If for any reason you are not 100% satisfied with your products, we will replace the mat or refund your money.

In the unlikely event that you need to return an item please follow the instructions below. You can also email this information to info@intermats.com (<mailto:info@intermats.com>)

1. Contact us via email and let us know you wish to return a mat.
2. We will need to know for what reason and you will need to send images and detailed explanation. If you know your invoice number or Order ID, please provide since this will help speed up the process.
3. **If there is no defect or you do not want to consider another mat from our range, return will be accepted subject to a 20% re-stocking plus shipping charges depending on the case**

Please have the following information available:

Contact name & telephone number

Invoice or order ID number

Location of product

Date received

Reason for return

Images

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