



1700 W Big Beaver
Suite 150
Troy, MI 48084
888-222-2191

Return Policy

Our products are typically shipped to each destination on various freight trucks. Should any products be legitimately damaged during transit, it must be noted on the bill of lading at the time of delivery¹. Elevate Mats must be notified within 48 hours with an emailed photo of damaged item(s) to be exchanged without any additional fee. Once the claim has been received and reviewed, Elevate Mats will contact you with steps to proceed.

Warranty

Elevate Mats flex or non-flex carpet bonded foam rolls and vinyl bonded foam rolls have a (1) year limited warranty from the date of receipt. This warranty is only valid for products under normal use and does not cover any damage caused by rough handling or misuse. If you have any questions regarding our return or warranty policies, please contact us at 888-222-2191 or sales@elevatemats.com.

¹ Please refer to the shipping guide/drop ship memo for more details.