

Floortex™ Chair Mats - Warranty Against Defects



ACCO Brands Australia and New Zealand

Product Range - refer to Product List for individual product details	Warranty Period
Floortex Polycarbonate (PC) Chair Mats	2 Years
Floortex PVC Chair Mats	1 Year

This product is provided with a warranty against defects in manufacturing or materials from the date of purchase (**warranty period**). Proof of purchase must be retained. This warranty is offered by ACCO Brands Australia Pty Ltd (Australian purchases) or ACCO Brands New Zealand Limited (New Zealand purchases), each referred to individually as **ACCO Brands**. ACCO Brands will either repair or replace a faulty or defective product (with a new or refurbished product) subject to the conditions of this warranty.

Statutory Guarantees and Your Other Rights and Remedies

This warranty is provided in addition to other rights or remedies that you, as a consumer, may have under Australian or New Zealand consumer law, or any other applicable law.

Australian Customers: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

New Zealand Customers: Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act. Depending on the nature of the failure to comply with the statutory guarantee you may be entitled to a repair, replacement or refund and compensation for other reasonably foreseeable loss or damage that results from such failure.

What this Warranty Does Not Cover

To the maximum extent permitted by law, this warranty does not cover:

(i) any cosmetic damage; **(ii)** normal wear and tear including deterioration of any wearable components or consumables; **(iii)** where the product's serial number is no longer present or visible; **(iv)** loss or damage caused by factors beyond the control of ACCO Brands, including accidents or your negligence; **(v)** defects that are due to the product not being installed, operated or maintained in accordance with any instructions provided with the product; or **(vi)** defects that are due to any misuse or abuse of the product, or alterations or repairs to the product not authorised in writing or performed by ACCO Brands.

How to Make a Claim

Claims under this warranty should be made to the place of purchase. Claims must be made within the warranty period with proof of purchase (e.g. receipt or invoice) by the original purchaser only. You must retain the product subject to the claim. ACCO Brands may require evidence or the return of the product (product should not be posted to ACCO Brands unless requested).

Expenses associated with claims are the responsibility of the consumer. Detailed description of the defect in the product must be provided.

Claims will be assessed by ACCO Brands under the conditions of this warranty and applicable laws.

Australian Customers

ACCO Brands Australia Pty Ltd
Locked Bag 50, Blacktown BC, NSW 2148
Phone: 1300 278 546
Email: enquiry.au@acco.com

New Zealand Customers

ACCO Brands New Zealand Ltd
PO Box 11-677, Ellerslie, Auckland 1542
Phone: 0800 800 526
Email: enquiry.nz@acco.com

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Product List

Floortex Polycarbonate (PC) Chair Mats		
Product Code	Product Description	Warranty Period
ACCMFLPG0001	Floortex Chair Mat PC Carpet Deep Pile 90x120cm Rectangular	2 Years
ACCMFLPG0002	Floortex Chair Mat PC Carpet Deep Pile 116x150cm Rectangular	2 Years
ACCMFLPS0001	Floortex Chair Mat PC Hard Floor 90x120cm Rectangular	2 Years
ACCMFLPS0002	Floortex Chair Mat PC Hard Floor 116x150cm Rectangular	2 Years

Floortex PVC Chair Mats		
Product Code	Product Description	Warranty Period
ACCMFLVG0001	Floortex Chair Mat PVC Carpet Low Pile 90x121cm Keyhole	1 Year
ACCMFLVG0002	Floortex Chair Mat PVC Carpet Low Pile 114x135cm Keyhole	1 Year
ACCMFLVG0003	Floortex Chair Mat PVC Carpet Standard Pile 90x121cm Keyhole	1 Year
ACCMFLVG0004	Floortex Chair Mat PVC Carpet Standard Pile 114x135cm Keyhole	1 Year
ACCMFLVS0001	Floortex Chair Mat PVC Hard Floor 90x121cm Keyhole	1 Year
ACCMFLVS0002	Floortex Chair Mat PVC Hard Floor 114x135cm Keyhole	1 Year
ACCMFLVT0001	Floortex Chair Mat PVC TrYlok Carpet Low Pile 90x120cm Keyhole	1 Year
ACCMFLVT0002	Floortex Chair Mat PVC TrYlok Carpet Low Pile 115x134cm Keyhole	1 Year
ACCMFLVS0003	Floortex Chair Mat PVC Multi-Purpose 75x120cm Rectangular	1 Year
ACCMFLVG0005	Floortex Chair Mat PVC Carpet Low Pile 75x120cm Rectangular	1 Year