



WARRANTY CLAIM FORM

Warranty Claim Information:

S.P. Richards Co.
Tel: 1-888-598-7316
[Email: support@sprichards.zendesk.com](mailto:support@sprichards.zendesk.com)

Chairmat Division

Warranty Policy

Lorell warrants its vinyl chairmats to be free from defects in workmanship or material. Should a Lorell vinyl chairmat break or crack under normal usage, Lorell will replace the chairmat with a like or similar product upon proof of purchase. If it is determined that usage is inappropriate for the chairmat purchased, a replacement mat of a higher grade will be recommended by Lorell. The customer may upgrade the mat at a nominal fee. The upgraded mat will carry a new warranty. Color is not covered by this warranty. **The use of metal chair casters or casters with surface contact of less than one inch in width or use on**

painted or varnished surfaces voids this warranty. Lorell reserves the right to inspect the returned goods for evidence of misuse prior to issuing any adjustment. This warranty is in lieu of all other warranties, expressed or implied, including any implied warranties of merchantability of fitness, which are expressly excluded. Liability under this warranty is limited to the cost of the product and shall not extend to any other special or consequential damages. The warranty does not include shipping and handling charges to and from the factory.

Shipping and Handling Fee

For warranty claims in excess of three mats a fee may apply.

Warranty Process

To assist in processing the claim, please email or fax this form to Lorell Chairmat Division:

- Proof of Purchase: Invoice, Packing Slip
- Return of this form, completing the information requested below.

Customer Name: _____ Date: _____

Street Address: _____

City/State/Zip: _____

Phone Number: _____ Email: _____

Product Number (LLR): _____ Qty: _____ Size & Shape of Mat: _____

Reason for Replacement: _____

Original Purchase Date: _____

Customer Signature: _____

*Replacement mats will arrive approximately **4 weeks** after receipt and approval of claim form.