



Imprintmats.com Product Warranty Return Authorization Form

Please complete and return with your authorized return

Quick, easy, hassle-free returns & exchanges

Our goal is for you to be completely satisfied with your purchase. If for any reason you are not satisfied, simply return your purchase in its original packaging within 30 days of your purchase by following the easy steps noted below. This return policy applies to purchases made on imprintmats.com only. For product returns purchased elsewhere, please contact the merchant directly to process your return. If the return is defective and is a warranty related issue or a mis-shipment, a prepaid shipping label will be issued to return the mat for full credit or exchange. For all other returns the customer is responsible for the shipping costs associated with the return.

We always strive to exceed your expectations and want to ensure you and your customer are fully satisfied with the purchase. Sublime Marketing Group, LLC warrants this product to be free from defects in workmanship and material, under normal and conditions, for a period of **seven years (7)** from the date of purchase. If in the event of a defective item we will ship you a free replacement. It is possible that the original color or pattern your purchased may not be available and a similar color and pattern will be shipped to you.

Sublime Marketing Group's obligation under this warranty is limited to replacing or repairing at our option. This warranty does not cover damage due to abuse, misuse, or improper usage. Our products are intended for home use only. Failure to follow the instructions may void this warranty. Please allow 14 days for refunds to be processed.

Incorrect Product Shipping

In a case that you received a product other than what you ordered, we will gladly exchange that product for the correct item. Please contact our We Care department via email at wecare@sublimeco.com and we will expedite the correct item to ship immediately. We will email you a prepaid shipping label for a hassle free return.

Return Guidelines

When returning any item for any reason, please contact via email @ wecare@sublimeco.co for a return authorization number before returning any products. You can also contact us toll free at 1.888.202.3528. No refunds or exchanges can be issued if a product is returned without authorization.

Purchaser is responsible for all shipping costs associated with the return. Please complete our return authorization form enclosing it with your return. Any returned item must be in original packaging and in saleable condition and packed according to our Return Packaging Instructions.

Return Packing Instructions

The comfort mat must be rolled and packaged in the same manner in which it was received. When rolling the mat up for repacking, the mat must be wrapped around the cardboard tube with the top surface design pattern facing out or the mat will become permanently damaged. This packing instruction safeguards your exchange or refund which could otherwise result in your return being refused.

Please ship all returns to this address:

Sublime Marketing Group Attn: Returns Dept. 7440 E. Pinnacle Peak Road Suite 4 Scottsdale AZ 85255

Shipping and Handling: We do not accept C.O.D's. For your protection, we suggest you return your merchandise via FedEx, UPS, or insured Parcel Post. For help processing a return, please contact our We Care department

ORDER # _____

Return Authorization #: _____

Reorder/Exchange Items Below

REASON CODES:

- 10 Defective item (give details below)
- 12 Does not fit (give details below)
- 14 Exchanging
- 16 Error in ordering
- 18 Wrong item shipped (give details below)
- 20 Did not like product (give details below)
- 22 Not as described 28 Other (give details below)
- 24 Did not order
- 26 Damaged in shipment

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Return Label

Use this label to return merchandise to Imprint Comfort Mats using a traceable mailing method. Just print out this page, then cut out the label & affix to packaging, making sure to fill in your return address. You may then arrange for delivery with a shipping company that provides package tracking.

From:

Ship To:

Sublime Marketing Group

Attn: Returns Dept.

7440 E Pinnacle Peak Road Suite 4

Scottsdale AZ 85255