



Unique Therapeutic Mats[®]

Warranty Claim Procedures

All warranty claims must be initiated by the end user of the mat and made directly to IC Urethane Products Inc. Please do not take back the product to the distributor or retailer.

All warranty claims must fall within the guidelines outlined by the current Limited Warranty. To view our current warranty, please download a copy at:

http://www.icurethane.com/PDFs/ICU_Warranty.pdf

In order to open a claim the following information must be provided:

- A) Minimum of four (4) digital photos of the mat consisting of:
 - 1) a close up of the damage or area in question
 - 2) an image of the entire top surface of the mat
 - 3) a close up image of the barcode on the underside of the mat
 - 4) an image of the entire underside of the mat
- B) The Serial Number off the barcode
- C) Copy of the original proof of purchase
- D) Customer information
 - 1) Your Name
 - 2) Company Name (if applicable)
 - 3) Current Shipping Address
 - 4) Phone Number
 - 5) Email address

Please forward the information to IC Urethane Products Inc. via:

1) Email the documents as an attachment (jpeg or other universally acceptable format) to:
warranty@icurethane.com

or

2) Mail:
IC Urethane Products
5481 48th Ave SE
Salmon Arm, BC V1E 1X2
Attn: Warranty Department

An IC Urethane representative will contact you once all the above information is received. Failure to provide all the information above may result in delays in your claim.

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