

# LIMITED LIFETIME WARRANTY



Donarra Extrusions, LLC. ("Donarra") provides a Limited Lifetime Replacement Warranty to the original (retail) purchaser with the original receipt. The warranty covers specific defects created during the manufacturing process that become evident during normal use for the lifetime of the product. Mats that have been used in a rental fleet are not eligible for warranty replacement.

It is important to understand the Intended Use and Function of the product in order to determine whether there is a true defect or if the product is not being used properly for its intended purpose. Donarra Ground Protection Mats, being made from HDPE, can be punctured from sharp rocks and/or falling objects. Punctures are not covered by this warranty. Please see Intended Use and Function below.

Donarra Ground Protection Mats are warranted against, but not limited to: cracking, breaking, splintering and chipping. Our mats pass through a series of strict inspection guidelines during our in-house manufacturing process. Every mat that leaves our plant has passed our quality control and has been accepted as a product that has met our approval for use. Although rare, occasionally there are things that are not detectable during our visual inspection, and that is what is covered under this warranty. Minor thickness variances in the mats are normal and are caused from our manufacturing process. Such variances do not affect the mechanical properties of the mats.

Purchaser's remedies shall be limited to replacement. Donarra will replace all defective mats, but Donarra will not cover shipping costs.

## INTENDED USE AND FUNCTION

The intended use and function for Donarra Ground Protection Mats products is to provide additional traction and displace vehicle weight by increasing the footprint while adding stabilization to vehicles traveling over these mats. The mats also act as a buffer between the vehicles tires or tracks and the turf/soil below, while reducing the chances of creating ruts or getting said vehicles stuck. Another benefit is to minimize the restoration costs to the contractor using these products. These mats are designed to take the abuse that the turf/soil would otherwise experience. Signs of normal wear and tear should be expected and are not necessarily defects. Typically, any flaws deemed as a defect should be evident within the first few months of use, but each case will be considered on its own merits. It is the goal of Donarra Ground Protection Mats to produce a product that meets or exceeds the typical expectations of our customers.

In some situations, "linking" the mats together is needed. Holes are provided in special order mats to permit the installation of single links for end-to-end assembly or double links to connect four mats together in the corners creating a larger work platform or staging area. The links will help eliminate "walk-out" of the mats while in use. It is always suggested to lay the mats down first as a preventative measure as opposed to trying to wedge mats underneath an already stuck vehicle.

It will NEVER be acceptable to use any of our mat products as a "bridging" device. Spanning open gaps wider than a normal truck rut is not recommended and could cause the mat to buckle or roll up underneath the vehicle's tires. Our mats are designed to always have solid substrate underneath them. Disregarding this warning could cause damage to the vehicle or cause personal injury to workers nearby. The ultimate responsibility for proper usage solely relies upon the end-user in the field. Using chains or cables to extract stuck mats from the mud is not only unsafe but will damage the mats and is not covered by this warranty.

Warranty coverage hereunder only applies to products purchased directly from either Donarra and/or its authorized sales and service centers and representatives. All other purchases are specifically excluded from any warranty coverage.

ALL OTHER EXPRESS AND IMPLIED REPRESENTATIONS AND WARRANTIES, AND ALL OTHER LIABILITIES, RELATING TO THE CONDITION OR USE OF THE PRODUCT ARE SPECIFICALLY DISAVOWED, AND IN NO EVENT SHALL DONARRA AND/OR ITS AUTHORIZED SALES AND SERVICE CENTERS AND REPRESENTATIVES BE LIABLE TO PURCHASER, OR ANY THIRD PARTY, FOR ANY DIRECT OR INDIRECT CONSEQUENTIAL, LIQUIDATED, OR INCIDENTAL DAMAGES.

## HOW TO FILE A CLAIM

If you feel that one of our products is defective, you may fill a claim by taking one of the following steps:

1. Contact the dealer from which you originally purchased the mats and let them know about the issue. They will in turn contact Donarra to file a claim for consideration.
2. Contact Donarra directly at 628-800-MATS (6287). We will discuss the issue and help resolve it in a timely manner.
3. Submit relevant photographs, a copy of your original invoice, and the full description of damage incurred on the mat during usage via email to: [sales@donarraextrusions.com](mailto:sales@donarraextrusions.com).

**Note:** Returning your defective mat(s) may not be necessary. Donarra will not accept any unauthorized product returns.

Understanding what the mats are intended for, using them properly, and providing simple maintenance will not only add life to your mats, but also help ensure the maximum performance you deserve from Donarra's ground protection products. Donarra appreciates your business and values the support you provide as a customer to our dealer network.

Donarra began producing its mats from 100% post-industrial (HDPE) plastic. Using quality raw materials, and being an industry innovator and leader, permits us to provide the only Limited Lifetime Warranty in the industry. We are proud to produce products that not only serve a purpose but also allow us to do our part by being a Green Producer.

For further information, please contact us.



628-800-6287  
[sales@bluegatorprotectionmats.com](mailto:sales@bluegatorprotectionmats.com)  
[www.bluegatorgroundprotection.com](http://www.bluegatorgroundprotection.com)

Manufactured by **donarraextrusions**

BGWarranty\_2022.08