



Warranty Information

New merchandise in original packaging may be returned for any reason within 30 days of delivery. Damaged items must be reported within 5 days of delivery. All returned goods will be assessed a 15% re-stocking fee. Buyers are responsible for all return shipping charges. Refunds will be issued upon receipt of the returned item(s). Original shipping charges, if any, are non-refundable. We Sell Mats will assume responsibility for return shipping costs only if the return request is a result of our error. Seller errors include, but are not limited to, shipping an item other than what was ordered or shipping to an address other than the one indicated on the order. You must report seller errors within 5 days of delivery.

Customers may request a return authorization by calling customer service at 704-799-9947 Monday-Friday from 9am to 5pm EST. Alternatively, Customers may contact us by sending an email to hello@wesellmats.com, making sure to reference the original order number and the reason for return. All customers are encouraged to retain the original shipping package as it is the most suitable container for return shipments.

Items sold by We Sell Mats are intended for end-user customers only. Only end-user customers are covered under our Return Policy. Businesses which purchase items for commercial use or for resale are not covered by our Return Policy.