

Product Warranty

This product is guaranteed to be free from defects in material and workmanship.

All coir mats are handmade. While we try to make the edges as straight as possible slight variations may occur. 10% dimensional tolerance is the industry standard. Coir mats made within the 10% dimensional tolerance are not considered defective and therefore will not be replaced.

Products may be returned at customer's expense in the original packaging and in the original condition postmarked within thirty calendar days of the delivery date. Personalized or any customized product cannot be returned or exchanged unless the product is damaged or defective at the time of delivery.

Please email us at rma@nedia.com for an RMA number prior to returning any merchandise. Returns without RMA number will not be honored. Refunds will be processed after receipt and inspection of returned item.

