



Return Policy

For all Standard Size Mats, we allow returns within 10 days of delivery for refund or exchange.

- There is a 35% re-stocking fee on cash refunds. You are responsible for shipping the product back to Bison Mat Co for refund or exchange. Exchanges do not have a re-stocking fee.

For all Custom Cut Chair Mats, All Sales are Final. Because we cut each and every mat to order, we are unable to allow returns on these mats. Please refer to our Custom Chair mat Guidelines and Form for additional assistance to assure the right fit for your space.

For all Hot Spring Series Chair Mats, Custom or Standard, All Sales are Final. Because we cut each and every mat to order, we are unable to allow returns on these mats. Please refer to our Custom Chair mat Guidelines and Form for additional assistance to assure the right fit for your space.