

BW

Question

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Ben Wimpleton III asked on May 22, 2017 | 1 view

Hello,

I recently returned from a round of golf and went to wipe my shoes on the doormat I purchased from your company last month, only to have the display shatter beneath me. Your product information led me to believe that this was a doormat designed with quality and durability in mind, so I can't understand how me simply standing on it in golf spikes would compromise the integrity of the plastic. I expect a full refund.

Sincerely,

Benjamin Wimpleton III

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WJ

Winnie replied on May 25, 2017

MVP



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Hello Benjamin,

Thank you for your comment. We're very sorry to hear that. We did not take golf shoes into consideration when designing this product. However, we did employ materials that are durable, scratch resistant and can withstand up to 300 pounds of weight.

We are sorry for your experience and our customer service representative will be contacting you shortly regarding reimbursement.

Warm Regards,

Winnie
CarpetDiem Technician

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