DURATUF®

INDUSTRIAL RUBBER PRODUCTS EXPERT...





IEC 61111 INSULATING MAT

FOR SAFER WORKPLACES

www.insulatingmats.com

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ABOUT DURATUF



EXPERIENCE THE EASE OF ORDERING

14+ Years of Business

52+ Countries Exported

3655+ Happy Customers

10565+ Successful Projects

Led by our visionary **Founder & CEO Mr. Aayush Kejriwal with 17+ years of experience** in the rubber industry.

WHAT DO WE DO DIFFERENTLY?

- 10,000 sq. m. Ready Stock
- Regional Supply
- Vast Distribution Network
- 7 Warehouses in India and UAE
- Free Consultation
- Personalized Customer Support

WHY CHOOSE US?

- Quick Response Within 60 Mins
- Consultancy Services By The Industry Experts
- Global Presence Ensuring Speedy Delivery
- Focused On Boosting Your ROI

DURATUF® INSULATING MAT
IEC 61111 - CLASS 1
MAX. USE VOLTAGE: 7500 V
PROOF VOLTAGE: 10000 V
WITHSTAND VOLTAGE: 20000 V

IEC 61111 INSULATING MATS





Certifications & Memberships

DURATUF®

IEC 61111:2009 INSULATING MATS



TYPICAL APPLICATIONS

- **Electrical Substations** (Substation Control Rooms, Switchyards etc)
- **Power Plants** (Generator and Turbine Areas, Transformer Yards etc)
- **High Voltage Rooms** (Testing Labs, Switchgear Room, Control Rooms etc)
- **Switchgear Rooms** (Distribution Boards, Circuit Breaker Panels etc)
- **Control Panels** (Electrical Cabinets, Variable Frequency Drives (VFD) Cabinets etc)
- **Data Centers** (UPS Rooms, Telecommunication Rooms, Generator Rooms etc)
- **Battery Rooms** (Battery Storage Racks, Battery Charging Stations etc)
- **Transformer Stations** (Cable Trenches, Busbar Areas, Switching Areas etc)
- **Electrical Laboratories** (Circuit Testing Zones, Equipment Testing Zones etc)
- **Railway Electrification Systems** (Signal Equipment Rooms, Overhead Equipment (OHE) Maintenance Depots etc)

RESISTANCE FACTOR

Flame | **Mild Acid & Alkali** | **Oil & Water** | **Moisture**

TECHNICAL INFORMATION

MAXIMUM VOLTAGE

Product Code	Class	Max Use Voltage	AC Proof Voltage	Withstand Voltage	Max. Thickness Allowed	Recom. Thickness
IM-IEC-C0	0	1.0 kV	5.0 kV	10.0 kV	6 mm	2.0 mm
IM-IEC-C1	1	7.5 kV	10.0 kV	20.0 kV	6 mm	2.0 mm
IM-IEC-C2	2	17.0 kV	20.0 kV	30.0 kV	8 mm	3.0 mm
IM-IEC-C3	3	26.5 kV	30.0 kV	40.0 kV	11 mm	4.0 mm
IM-IEC-C4	4	36.0 kV	40.0 kV	50.0 kV	14 mm	5.0 mm

STOCK ROLL SIZES

Product Code	Class	Anti-Skid Design	Recom. Thickness	Stnd. Length	Stnd. Width	Weight/Roll
IM-IEC-C0-BLATT-2MM	0	Top & Bottom-Textured	2.0 mm	10 m	1.0 m	32 kg(s)
IM-IEC-C1-BLATT-2MM	1			10 m	1.0 m	32 kg(s)
IM-IEC-C2-BLAFT-3MM	2	Top-Fine Ribbed & Bottom-Textured	3.0 mm	10 m	1.0 m	40 kg(s)
IM-IEC-C3-BLAFT-4MM	3		4.0 mm	10 m	1.0 m	56 kg(s)
IM-IEC-C4-BLAFT-5MM	4		5.0 mm	10 m	1.0 m	72 kg(s)

*Tolerance Level: ±10% on thickness, ±2% on length & width. | *Colour: Black (for all classes)

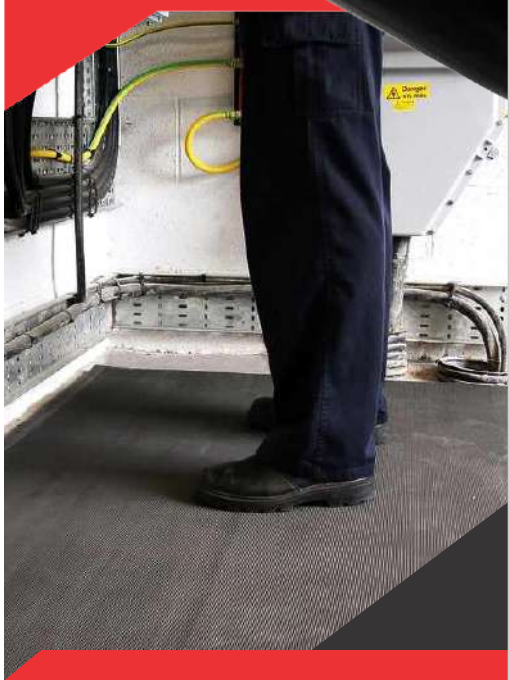
CUSTOMIZE YOUR MAT

Customisation	Options
Thickness	Thickness can be customised for different classes upto 14 mm as per customer's requirement
Width	Max Width upto 1220 mm (4 ft)
Length	Max Length upto 15 m (50 ft)
Color	Dark Grey or any other colour subject to techno-commercial feasibility
Anti-skid Design	Also available in Top & Bottom side textured design in all classes

TECHNICAL SPECIFICATIONS

Characteristics	Values
Material Composition	Elastomer free from any insertion. Typically, a combination of natural rubber and other synthetic polymers
Mechanical Puncture Resistance (min)	70 N
Slip Resistance (min)	50 N
Aging Properties at 70±2°C for 168 hours	Mechanical Puncture Resistance not less than 80% of original value
Flame Retardance	Does not catch fire
Low Temperature Test at -25±3°C	No visible tears, cracks or breaks
Acid Resistance	Mechanical Test Values not less than 75% of original value
Oil Resistance	Mechanical Test Values not less than 75% of original value
Working Temperature	-25°C to 55°C





DURATUF INSULATING MAT: FEATURES & BENEFITS

Features Of IEC 61111 Insulating Mat	Duratuf Insulating Mats	Other Companies
Quality	Tested In Accredited And Internationally Recognized Labs	Often Tested In Local Labs With Less Or No Recognition
Grip	Anti-slip Surface That Prevents Slip, Trips And Falls	Slip-prone Surface Below
Material	Premium Elastomer, Sourced Responsibly	Cheap Economic Rubber/Materials To Cut Down Overall Insulating Mat Manufacturing Costs
Visual Outlook	Bright, Vibrant Colors Adding To The Aesthetic Appeal	Dull Colors Of Electrical Rubber Mats Diminishing The Overall Look Of The Area
Authenticity	Marking On Every Meter With Product Name	Unclear Or Fewer Marking, Not Complying With The IEC Guidelines
Test Certificates	Provided With Every Supply	Most Often Has To Be Repeatedly Requested & Many Times Not Provided Properly
Ready Stock	10,000 Sq m Ready Stock Of Insulating Mats Across 6 Warehouses In Different Regions Of India And 1 In UAE	Nil To Low Stock Availability
Cost	Competitive Cost Despite Having A High-end Quality	Low-cost Due To The Economic Rubber Used
Brand Reputation	Highly Satisfied & Loyal Clientele Base with History of Repeat Orders	Less Customer Satisfaction Score
Response Time	Duratuf Experts Respond Within 60 Minutes	Nothing Fixed, May Take Up To 48 Hours or Longer

USAGE & RECOMMENDATIONS

HOW TO STORE?

The Duratuf IEC 61111 electrical mat is easy to store. Keep IEC 61111 electrical mats in a clean and dry environment, ensuring they are away from sharp objects. Choose to either roll or lay them flat, avoiding folds, and store them in a cool, well-ventilated area, shielded from direct sunlight, steam pipes, radiator, ozone generating substances and any source of strong artificial light.

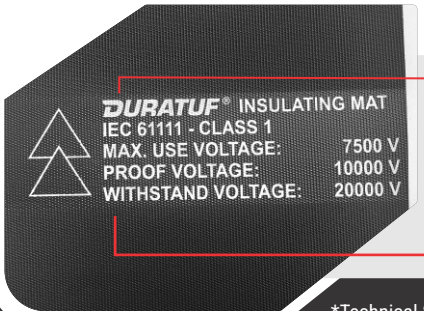
HOW TO TRANSPORT?

When transporting insulating mats, lay them flat or roll them to prevent creases. Ensure they are in a clean, dry vehicle, secured to prevent movement. Avoid contact with sharp objects to maintain their integrity.

HOW TO INSPECT BEFORE USE?

Performing a visual check before using electrical insulating mats is crucial for identifying potential issues. Here's a brief guide:

- **Cuts and Tears:** Inspect the entire surface for cuts, tears, or abrasions that could compromise the mat's integrity.
- **Surface Condition:** Ensure the mat's surface is smooth and free from any irregularities that might affect its performance.
- **Cleanliness:** Check for cleanliness, removing any debris, oil, or contaminants that may have accumulated on the surface.
- **Edges and Corners:** Examine the edges and corners for signs of wear or damage, as these areas are prone to stress.



Standard marking (label) at least once on every meter

*Technical Specs. will be different according to types & classes

Click Here

WHAT ARE THE PRECAUTIONS NEEDED DURING USE?

When using electrical insulating mats, several precautions should be observed to ensure safety. Here are the key precautions:

Regular Inspection:
Conduct regular visual inspections for any signs of damage or wear. Remove damaged mats from service immediately.

Correct Voltage Class:
Use mats with the appropriate voltage class suitable for the specific electrical environment.

Proper Placement:
Ensure mats cover the entire work area and are correctly positioned to provide effective insulation.

No Overlapping:
Avoid overlapping seams of adjacent mats, as this could create trip hazards and reduce effectiveness.

Clean Surface:
Keep the mat surface clean from debris, oil, or other contaminants that might compromise insulation.

Avoid Sharp Objects:
Prevent contact with sharp objects or tools that could puncture or damage the mat.

No Folding:
Do not fold mats during use, as this can lead to creases that may impact their insulating properties.

Personal Protective Equipment (PPE):
Use appropriate PPE, such as insulating gloves and footwear, in conjunction with insulating mats for comprehensive protection.

Follow Manufacturer's Guidelines:
Adhere to the manufacturer's instructions and guidelines for proper use, cleaning, and maintenance.

Training:
Ensure that personnel are trained on the correct usage of insulating mats and are aware of safety procedures.



HOW TO INSTALL

Installing the Duratuf IEC 61111 electrical mat is easy, you need to follow the following steps:

CLEAN SURFACE

Ensure the installation area is clean and free from debris.





POSITION MATS

Place the electrical mats in the desired locations, ensuring they cover the entire work area.

SECURE PLACEMENT

IEC 61111 insulating mats are designed to be heavy enough and have sufficient surface friction to stay in place without additional securing. Hence, you won't need adhesive or tape to fix it.





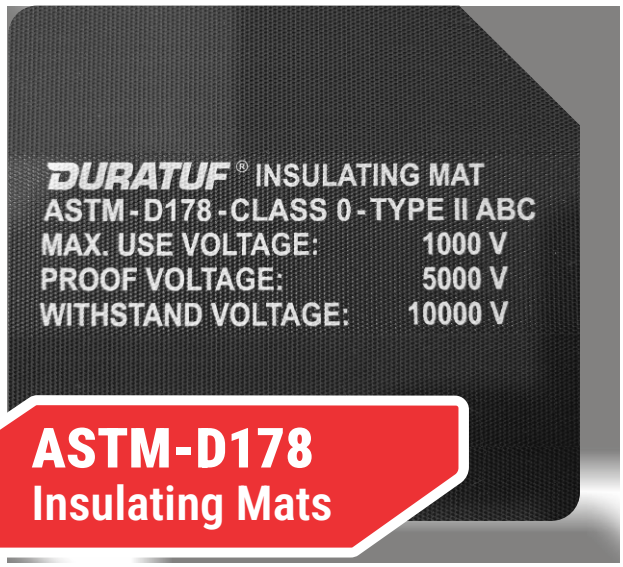
FOLLOW MANUFACTURER'S INSTRUCTIONS

Adhere to the manufacturer's installation guidelines for specific recommendations on securing and aligning the mats.

OTHER INSULATING MATS



X VOLT-IS 15652
Insulating Mats



ASTM-D178
Insulating Mats

OUR OTHER PRODUCTS



Rubber Sheet



Conveyor Belt



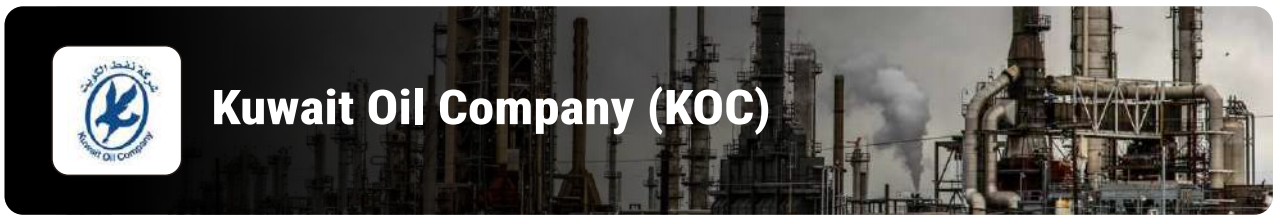
Rubber Hoses

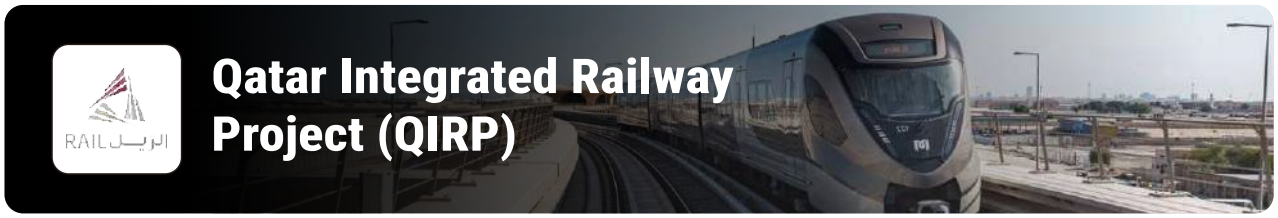
SOME MAJOR PROJECTS











And Many More...

Download & Fill The Technical Questionnaire

& help us with your Requirements!

Click Here

Scan & Fill

OUR CLIENTS

Power & Energy









And
Many More...

Oil & Chemical









And
Many More...

Construction & Contractors









And
Many More...

Luxury Hotel and Resorts









And
Many More...

OUR CLIENTS

Electrical & Safety

ABB – Power and productivity for a better world™
REDA Hazard Control
TTE O&M
AL-AHLEIA SWITCHGEAR

And
Many More...

Paper & Packaging

PAPERTECH
Gulf Paper Manufacturing Co. K.S.C
APRIL
INDORAMA VENTURES

And
Many More...

And Other Industries Also...



CLIENT REFERENCES
OUR CLIENTS

CLIENT	LOCATION
Energy & Industrial Solutions W.L.L.	Qatar
Techno Trust Trading W.L.L.	Qatar
MAFA Contracting	Saudi Arabia
Al Falak Pioneer Trading & Contracting Est.	Saudi Arabia
Saudi Bin Laden Group	Jeddah, Saudi Arabia
Image Muscat Internal LLC	Oman
REDA Hazard	Saudi Arabia
Al Fahad Business LLC	Oman
Dream Marine Ship Spare Parts Trading Co. LLC	U.A.E.
Adghal Oilfield Suppliers LLC	U.A.E.

CLIENT REFERENCES
OUR CLIENTS

CLIENT	LOCATION
SynergiesTech DMCC	U.A.E.
FORTUNE OILFIELD GENERAL TRADING LLC	U.A.E.
Arabian Ocean Drilling Supplies & Trading FZCO	U.A.E.
Arabian Ocean Services LLC (U.A.E)	U.A.E.
Gulf World Oilfield Eqpt & Services LLC	U.A.E.
Gulf Total Tractebel Power Company	U.A.E.
Global Resources LLC (U.A.E)	U.A.E.
Saudi Arabian Saipem Co. Ltd.	Saudi Arabia
Marine Resources Trading Co.	Jeddah, Saudi Arabia
Gulf Paper Manufacturing FZCO	U.A.E.

OUR CLIENT TESTIMONIALS



Bruce Budden

★★★★★

Insulated mat from Duratuf Products are not like other common commercial rubber mats. Easy to use, flexible, durable and the best quality at affordable price. I strongly recommended these to ensure the safety of workplace.

h

Muhammed Thoufeek

★★★★★

Duratuf Products impressed me with their helpful customer support, both before and after my purchase. Their knowledgeable team ensured I got the right product and followed up to make sure I was satisfied. Highly recommend!

D

Davis Grill

★★★★★

We bought insulating mats from them and the agent who guided us through the process was very good. Hassle free and affordable. Very good.

4.6 Google Reviews ★★★★★

And many more...



CASE STUDIES

Case Study 01

Duratuf's Role In Ensuring Safety For Qatar Metro Rail Project

Project Details

- **Project:** Qatar Integrated Railway Project (QIRP) | **Year:** 2019
- **Client:** Integrated Metro Rail Project, Qatar | **Location:** Qatar
- **Product Supplied:** Duratuf IEC 61111 Class 1 Safety Mats

Client Overview

The Qatar Integrated Railway Project (QIRP), a $36 billion endeavor, is revolutionizing public transportation in the region. Ensuring passenger and staff safety amidst a complex metro rail system was paramount.

Client's Challenge

The client, Integrated Metro Rail Project in Qatar, demanded reliable safety solutions meeting the highest international standards.

Duratuf's Solution

In 2019, Duratuf, a trusted supplier of industrial rubber products, stepped in with IEC 6111 Class 1 safety mats. Designed for durability and harsh conditions, these mats safeguard personnel working near live electrical equipment.

Implementation

Duratuf's safety mats were strategically placed across platforms and maintenance zones, providing an extra layer of protection against electrical hazards.

Results & Impact

These mats significantly enhanced safety standards, reducing the risk of electrical accidents throughout the QIRP. Compliance with IEC 61111 ensured adherence to international safety norms, offering a long-lasting and dependable solution.

Conclusion

Duratuf's partnership with the QIRP exemplifies the importance of prioritizing safety in large-scale infrastructure projects. The successful implementation of these safety mats reflects Duratuf's dedication to delivering high-quality solutions for critical safety challenges, setting a new standard for metro rail initiatives worldwide.

Case Study 02

Duratuf Supports Safety In The Kuwait Oil Company With Duratuf IEC 61111 Insulating Mats

Project Details

- **Client:** Kuwait Oil Company (KOC) | **Location:** Kuwait
- **Year:** 2018 | **Product Supplied:** Duratuf IEC 61111 Insulating Mats

Introduction

Kuwait Oil Company (KOC), a pillar of the global energy sector since 1934, prioritizes safety in its exploration and extraction of Kuwait's vast oil reserves. In 2018, KOC took a proactive step by integrating Duratuf's IEC 61111 Insulating Mats into its operations, significantly enhancing safety standards for its workforce.

The Challenge

Upholding Peak Safety in a Demanding EnvironmentOperating in an industry where a single spark can have devastating consequences, KOC sought to elevate its insulation measures.

Their Goal

Better protect personnel and infrastructure during hydrocarbon extraction. After a rigorous evaluation, Duratuf's IEC 61111 Insulating Mats emerged as the clear choice, lauded for their reliability & adherence to the highest international safety benchmarks.

Seamless Integration, Lasting Impact

The seamless integration of Duratuf's IEC 61111 Insulating Mats into KOC's operations in 2018 marked a turning point. These mats, rigorously tested to meet IEC 61111:2009 standards, provide a robust shield against electrical shocks, a significant concern in KOC's operational environment.

The Results Speak For Themselves:

- **Enhanced Workplace Safety:** Reduced risk of electrical incidents for personnel.
- **International Standards Met:** Alignment with global safety regulations.
- **Extended Equipment Life:** Protection of critical electrical equipment for prolonged operational life.
- **Boosted Efficiency:** A safer work environment translates to increased productivity.

KOC's collaboration with Duratuf underscores its unwavering commitment to employee and asset safety. By embracing high-quality, IEC-compliant insulation materials, KOC sets a new standard for safety excellence within the energy sector. This case study reinforces the critical role of proactive safety measures in safeguarding personnel and assets in high-risk industries.

EXPERIENCE THE EASE OF ORDERING

We Have Tailor-Made Approaches For Different Types Of Buyers- Buying Through Local Channel Partners For Orders in Smaller Quantities and Directly From Us In Case Of Bulk Orders.





Buy From Our Locally-based Channel Partners In Your Region

Click Here To Get Details

Looking for a Special Discount on Bulk Purchase?

Best Prices Guaranteed! If You Need Insulating Mats **Above 300 Sq m**, Enjoy The Benefits Of Our Customized Quotes And Place Your Order Directly With Us.



Click Now For Exclusive Bulk Discount

★ According to a Recent Survey, **72.2% of our customers have voted 'Ease of Ordering'** as Our Biggest USP

BECOME OUR CHANNEL PARTNERS & WITNESS HIGH GROWTH!

- Digital Marketing Support
- Premium Products
- Expert Training
- Sales Lead Support
- Low Inventory Investment
- High ROI

GROW YOUR BUSINESS!



JOIN OUR **CHANNEL PARTNERSHIP** PROGRAM TODAY!

Click Here

REFER & EARN

Do you know someone in need of high-quality insulating mats for their industrial or commercial needs? Refer them to Duratuf, your trusted supplier of top-notch rubber products & earn rewards for each successful referral!

Whether you're an end-user looking for reliable insulation solutions or a reseller importing products for your clients, you can benefit from our referral program.

HERE'S HOW IT WORKS

Individual Referrals If you know someone directly in need of insulating mats, simply refer them to Duratuf. Once they make a purchase, you'll receive rewards as a token of appreciation for your referral.

Channel Partner Referrals Do you know an insulating mats reseller? You can also participate in our referral program by referring them as a channel partner potential to Duratuf. When your referred partner makes their first purchase, you will receive the reward.

At Duratuf, we value your trust and loyalty, and our referral program is our way of saying thank you for spreading the word about our high-quality products and exceptional service.

Don't miss out on this opportunity to earn rewards while helping others discover the benefits of Duratuf Insulating Mats. Refer today and start earning!

What is the Reward?



GET 2 FOR 1

Refer Duratuf To As Many Of Your Contacts As You Want & Get 2% Of Each of Their First Purchase Value Directly Credited To Your Account.

T&C APPLY

CLICK HERE TO START EARNING TODAY

FREQUENTLY ASKED QUESTIONS

Decoding the IEC Standard

1. What Is IEC 61111 And What Does It Cover?

IEC 61111 is an international standard published by the International Electrotechnical Commission (IEC) that specifies requirements for electrical insulating mats used in high, medium and low-voltage installations. It outlines material properties, performance criteria, and testing methods for ensuring the mats' electrical safety and suitability for various applications.

2. What Are The Different Classes Of Electrical Mats Defined By IEC 61111?

The IEC 61111 standard defines different classes of electrical mats based on their maximum safe working voltage (AC). These classes are distinguished by color in most cases, but it's important to rely on the actual voltage rating and not solely on color for safety reasons.

Here's a breakdown of the most common classes:

Class 0: This class offers the lowest voltage protection, with a maximum safe working voltage of 1,000 Volts (AC). It's suitable for low-voltage electrical work.

Class 1: Class 1 mats provide a significant increase in voltage protection, rated for up to 7,500 Volts (AC). These mats are ideal for medium-voltage applications.

Class 2: Class 2 mats are designed for even higher voltage environments. They can withstand a maximum safe working voltage of 17,000 Volts (AC), offering additional protection for high-risk electrical work.

Class 3: Class 3 mats offer a higher voltage rating compared to Class 2. They can handle a maximum safe working voltage of 26,500 Volts (AC).

Class 4: This class boasts the highest voltage protection within the standard range. Class 4 mats are designed for very high voltage areas and have a maximum safe working voltage of 36,000 Volts (AC).

3. How Does The Thickness Of An IEC 61111 Mat Relate To Its Protective Class?

Duratuf IEC 61111 Insulating Mats are available in below recommended thicknesses:

Class 0: 2.0 mm | **Class 1: 2.0 mm** | **Class 2: 3.0 mm** | **Class 3: 4.0 mm** | **Class 4: 5.0 mm**

A thicker mat generally offers better insulation and protection against electrical hazards. However, the cost also increases for thicker IEC 61111 insulating mats. At Duratuf, we provide quality-checked thinner mats (meeting the standard). The thinner insulating mats are not only more affordable, they are easy to handle during the shipping process. Furthermore, as our mats are not bulky, you can also install them with ease.

Contact Us For Details.

4. What Other Properties Are Essential For An IEC 61111 Mat Besides Electrical Insulation?

Besides dielectric strength, the standard also considers:

- **Slip resistance:** The mat surface should have a textured or ribbed design to prevent slips and falls.
- **Durability:** The material should be resistant to wear and tear, chemicals, and moisture for long-lasting performance.
- **Flame resistance:** Some applications might require mats with specific flame retardant properties.

Duratuf IEC 61111:2009 Specific

2. What are the differences between ASTM D178 and IEC 61111 electrical mats? Do both of them have the same functionality?

It is natural to have confusion regarding the ASTM D178 and IEC 61111 electrical mats, providing they are both global safety standards compliant. Do not worry. Here are the details for you:

Feature	IEC Insulating Mats	ASTM D178 Insulating Mats
Standard	IEC 61111	ASTM D178
Material	Elastomer	Rubber compounds
Testing Method	IEC 61111 standard	ASTM D178 standard
Types	Only 1 type	Available in Type I & Type II (ABC)
Thickness	Generally lower in thickness but higher thickness also available	Generally higher in thickness
Color Marking	Various colors for identification	Usually white color labels are used
Usage Guidelines	Generally preferred for global use	Preferred for equipments following American Standards
Cost	Generally lower in overall costing	Costlier due to higher thickness

2. What are the benefits of using IEC 61111 certified mats compared to non-certified options?

IEC 61111 certification ensures the mat has undergone rigorous testing and meets specific safety standards:

- **Guaranteed Performance:** Certification verifies the mat's electrical insulating properties at the specified voltage class.
- **Quality Assurance:** It indicates the manufacturer adheres to strict production and quality control procedures.
- **Increased Worker Confidence:** Using certified mats provides peace of mind and helps ensure worker safety when working with live electrical systems.

While non-certified mats might be cheaper, they lack the guarantee of electrical safety offered by IEC 61111 certified options. Talk to us to know more.

3. What happens if my IEC 61111 mat gets damaged? Can it be repaired?

The decision to repair or replace a damaged IEC 61111 mat depends on the severity of the damage:

- **Minor Punctures:** Small punctures might be repairable with specific patch kits designed for electrical insulating materials. Consult the manufacturer's instructions for proper repair procedures.
- **Major Damage:** Significant tears, cuts, or burns compromise the mat's insulating properties and require immediate replacement.

Remember: Safety is paramount. When in doubt, always replace a damaged IEC 61111 mat to ensure continued worker protection from electrical hazards. In case of queries, **CONTACT US.** Click Here

Generic Queries:

1. What Is The Warranty Period For The IEC 61111 Electrical Mats And What Does The Warranty Cover For Electrical Insulating Mats?

The warranty offered for the Duratuf IEC 61111 electrical mat is 12 months. However, we also offer an extended product warranty. Ask our product specialists about the details.Our Warranties typically cover manufacturing defects and may vary in coverage. It's important to review our warranty terms or talk to our experts to understand what is included and excluded from coverage. **Contact us for details!**

2. Can I Request Custom Dimensions Or Colors For IEC 61111 Electrical Insulating Mats?

Yes, we offer customization options. Contact our team directly to inquire about the possibility of customizing dimensions, colors, or other features based on your specific requirements. Customization may involve additional costs depending on the specifications requested. It's advisable to discuss customization details, including any associated costs, with our experts before placing an order.

3. What Is The Standard Shipping Time For Electrical Insulating Mats?

Shipping times vary based on factors such as location and product availability. We usually maintain a ready stock at our warehouse in UAE and 6 warehouses in India. Hence, you can expect shipping within 3-4 weeks for a standard product in bulk quantity. In case of a larger size or a customized order, please discuss with our experts for a timeline. But, do not worry, as we rely on the latest technology we have a seamless logistics process.

4. Can I Track My Order During The Shipping Process?

Yes we provide order tracking details once the product is shipped. At Duratuf we take pride in a fully automated supply chain management system. Therefore, you have to wait less for more advantages.

5. Is there are an MOQ on Bulk IEC 61111 Electrical Mat Order?

Our MOQ is 100 sq m (10 rolls). For quantities lesser than 100 sq m, you can buy from our channel partners. Reach out to us for our channel partner details.

However, if you want to get the best bulk order rates, the MOQ is 300 sq m. Please speak with our experts for further assistance.

6. What are the Delivery Options That You Offer?

We offer several delivery options to cater to different needs:

- **Ex-Works:** With this option, the buyer is responsible for arranging transportation from our facility. We'll have the goods ready for pickup at our location.
- **FOB (Free on Board):** Under FOB terms, we'll arrange transportation to the specified port, & the buyer takes responsibility for the shipment from that point onward. This option is commonly used for sea freight.
- **CIF (Cost, Insurance, and Freight):** With CIF, we handle transportation to the specified port and also cover insurance costs until the goods reach the destination port. The buyer is responsible for unloading and any additional transportation costs beyond the destination port.

These options provide flexibility depending on your preferences and logistical requirements.

7. What if I receive a damaged product?

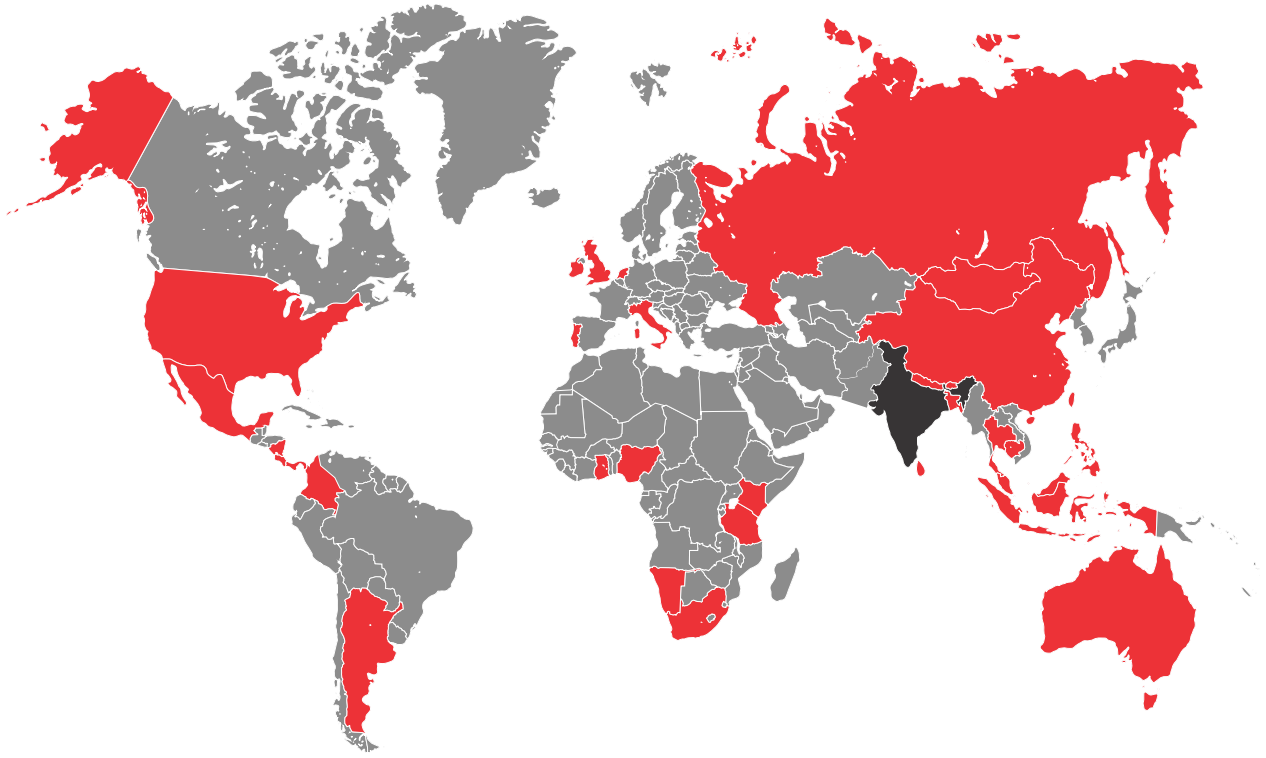
All Duratuf insulating mats have to pass through several rounds of inspections that guarantee their quality. Nonetheless, if you receive a damaged insulating mat, it's crucial to address the situation promptly and efficiently:

- **Document the Damage:** Take clear photos of the damaged areas on the insulating mat. Ensure to capture any visible tears, punctures, or other forms of damage.
- **Inspect the Mat Thoroughly:** Carefully examine the entire mat to assess the extent of the damage. Check for any internal damage that may affect its insulating properties.
- **Contact our team:** Reach out to our team immediately to report the damage. Provide our experts with detailed information about the condition of the mat, including the extent of the damage and any relevant photos.
- **Follow our Instructions:** We may have specific instructions on how to proceed with a damaged insulating mat. Follow the guidance of our team for filing a claim, arranging for a replacement, or seeking a refund.
- **Keep Documentation:** Retain all documentation related to the damaged insulating mat, including photos, purchase receipts, and communication with the seller or manufacturer. This information may be required when filing a claim or seeking compensation.
- **Ensure Safety:** If the damage compromises the insulating properties of the mat, refrain from using it until a replacement or repair has been arranged. Safety should always be the top priority when dealing with damaged insulating materials.

Contact Us To Know More! Click Here

DURATUF®

INDUSTRIAL RUBBER PRODUCTS EXPERT...



CONTACT US

UAE (United Arab Emirates)

Duratuf Products FZE, Building No. AFZ B-1, Ajman Free Zone, Ajman, UAE.

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