

Thank you for choosing **GOODIIA SACOOL INC**

We sincerely hope that our products can bring you a pleasant experience.

Warranty

We provide a **1-year** warranty for all categories of products. If you have any questions about product installation, usage, or missing parts, please feel free to contact our customer support team.

In order to solve the problem more efficiently, we recommend that you inform us of your order number when contacting us by email or phone.

Component Warranty

Cushion: Since the mat is not 100% waterproof, it is recommended to put it away on rainy days. The fabric will not fade for 5 years. **Exclusions:** Cushion compression, fabric fading (beyond 5 years), and fabric stretching are normal phenomena and are not covered by the warranty.

HIPS/HDPE Material: With proper and correct maintenance, there will be no deformation or cracking for 20 years.

Tabletop: The surface will never fade under normal use, and the product comes with a 1-year warranty covering structural issues such as non-human warping or excessive bending.

Hardware: Engineered with superior salt-spray and corrosion resistance, the hardware is ideally suited for coastal or high-humidity environments. It is backed by a 1-year warranty covering defects in materials and workmanship under normal use.

Chair Structure: The chair structure is covered by a 1-year warranty, which applies to breakage or structural failure that occurs during normal use. Damage resulting from improper assembly, modification, or non-routine handling is not covered under this warranty.

Pre-drilled Holes & Assembly: If pre-drilled holes are misaligned due to manufacturing defects, replacement parts will be provided free of charge.

Umbrella Hole & Umbrella Hole Cover: The umbrella hole component is covered by a 1-year warranty, which applies only to structural failure of the hole and hole cover itself. Please note that damage resulting from improper umbrella installation is not covered.

EXCLUSIONS

We shall not be liable for any failure, defect, or damage resulting from or connected with the following:

- * Abnormal use of products
- * Accidental damage: Product damage caused by natural disasters or force majeure is not covered under warranty
- * Failure to follow our instructions with respect to cleaning, maintenance, and care (please read the maintenance and care manual of each product carefully)
- * Any lack of compatibility between our products and any other product not manufactured by us that causes damage to or failure of our products