

Thank you for choosing **Crestlive Products**.

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.

Customer support email: [*homedepot@crestliveproducts.com*](mailto:homedepot@crestliveproducts.com)

Use and Care

Cushion: Since the mat is not 100% waterproof, it is recommended to put it away on rainy days.

Umbrella: It is recommended to fold the umbrella in windy and rainy weather to avoid potential damage to the product and extend its service life. The umbrella cloth may be scratched during transportation, please contact us for reissue.

Umbrella base: The cement base may be damaged during transportation. The plastic base for the cantilever parasol needs to be filled with water or sand to provide sufficient weight. Please confirm the umbrella pole diameter or the screw hole position of the umbrella foot before purchasing to avoid the situation where it cannot be installed or used. If you have questions or find that the product is damaged or missing, please contact our customer support team

Chairs, Barstools & Loungers: The collision during transportation may cause slight deformation of the components. Please contact us to obtain the method of self-adjustment. If you find problems such as desoldering, wrong version, etc., please contact our customer support team.

Sofa and other furniture sets: Multi-piece products are usually packed in multiple boxes and may be shipped from different warehouses. Please wait patiently for the logistics or contact our customer support team to track the package transportation status.