

GOODLAND PRODUCTS LTD

Standard Product Warranty

Goodland Products LTD warrants that its products, including but not limited to hot tubs, soaking accessories, outdoor living accessories and any other products it manufactures (*Garden Hose Excluded), will be free from defects in workmanship, and that Goodland will, in its discretion, make all necessary modifications, adjustments, repairs, replacements or additions ensure its products remain in such condition for 1 years, at no additional charge to the customer, subject to the limitations and exceptions below.

Garden Hose Special Limited Lifetime Warranty

GOODLAND Products LTD warrants that its Garden Hose (sold after June 01, 2023) will be free from defects in workmanship for life from date of purchase, under normal use. This warranty is related to functionality only and does not cover cosmetic imperfections or misuse, abuse or damages caused by negligence. If warranty is submitted for inspection and claim is accepted, GOODLAND will, in its discretion, repair or replace its products. in a reasonable amount of time to the original purchaser.

Standard Warranty Limitations and Exceptions

Standard Warranty will extend for 1 years from the date of shipment of the product, and only extends to the original purchaser. Any "Standard Warranty" of Goodland, whether express or implied, covers only normal usage of its products in accordance with any product specifications and care instructions provided or implied to the customer by Goodland upon purchase. No warranty, express or implied, applies to any condition of any product resulting from accident, acts of third persons, environmental conditions, misuse, abuse, delivery or transportation damage, nor any condition resulting from modifications or alterations by any person, incorrect or inadequate maintenance, cleaning or care, or damages or defects caused by use of chemical treatments, cleaning products or protective coatings applied to the product. Any such chemical treatments, cleaning products or protective coatings void all warranties of Goodland. Customer's sole remedy in the event of a product defect is expressly limited to the repair or replacement of the damaged part by Goodland, which shall not extend the warranty period, and will only be provided upon receipt by Goodland of a valid written explanation of the claimed defect from the original customer within 1 years from the shipment date of the product. Our items are built for durability and longevity, however any checks, knots, splits, scratches, warping, swelling and discolouration are intrinsic characteristics of our materials and can develop over time.

Size and Dimension Variability

The sizes and dimensions of Goodland's designs may vary slightly from the actual sizes and dimensions of delivered products, due to expansion and contraction of wood products, the inherent nature of the materials, and the handmade nature of Goodland products. The customer assumes all risk regarding determination of a product's correct size and dimension. In no event shall a mistake in size or dimension of the product, due to customer error, result in invalidation of any order or require any refund to the customer.

Appearance Variability

The customer acknowledges that the appearance of the wood or metal used to build a particular product may vary from the wood or metal used in any samples, due to natural characteristics of wood and the craftsmanship used to create each individual product. Therefore, no representation, warranty and/or guarantee is made with respect to the exact color, lustre or appearance of finishes of any product. The customer also acknowledges that wood or metal used in Goodland products may contain mineral deposits, pits, gum streaks, small pin holes, knots, checks, cracks, color differences, unusual grain patterns, darker heart wood, lighter sap wood, etc. The frequency of such features will depend upon the material specified and will vary in all handmade and machined pieces. No two products produced by Goodland are exact duplicates, and therefore Goodland makes no representation or guarantee that products will appear exactly as any other.

Damage During Shipping

Please inspect your purchase immediately upon receipt. All items are professionally crated/packed to ensure safe shipping. Visible freight damage to the exterior packaging must be noted on the freight bill prior to taking receipt of the orders. Concealed damage claims must be filed within 5 days of receipt of shipment and include photos of the damage. Please save all of your paperwork and packaging materials and contact us immediately to arrange for warranty claims.

Disclaimer

For greater clarity, Goodland does not warrant:

- natural variations in wood grain or figure or the presence of character marks;
- changes in surface finishes, including colorfastness, due to aging or exposure to light;
- The build up of soot or discoloration resulting from fire
- improper use of the submerged wood burning stove without adequate water level in tub

- warping of lids or doors or metal components due to overheating
- failure or scratching resulting from normal wear and tear;
- pilling of textiles;
- the matching of colors, grains, or textures of natural materials;
- the colorfastness or the matching of colors of textiles, including an exact match to cuttings, samples, or to swatch cards;
- Mineral deposits or staining on the tub liner due to extreme localized hard water
- damage, marking, or staining of surfaces due to contact with rubber or similar compounds;
- damage during shipping or from sharp objects or imprinting from writing instruments, or prolonged exposure to direct sunlight;
- Electrical or gas products or parts manufactured by third parties but sold by Goodland;
- soiling, stains, or dye transfer from clothing including denim;
- foreign objects abrading fabric over time;
- Small checks, cracks, open grain and splits that do not affect the integrity of the product
- Raised grain causing minor slivers or roughness
- Warping of solid wood under 5/16" over 36" x 36" area

Retailers, Dealers & Third Parties

No other express or implied warranty has been made or will be made on behalf of Goodland with respect to its products or their parts, or the operation, repair, or replacement of the products or their parts, except as expressly provided herein. Furthermore, no representative of Goodland or its distributors or retailers is authorized to make any changes or modifications to this limited warranty. Some retailers offer extended or additional warranties, including but not limited to extended or additional fabric warranties, either from the retailer or through a third-party. Goodland shall not be liable under any extended or additional warranties offered by any retailer or through a third-party. In no event shall Goodland be responsible for consequential or incidental damages, such as loss of use and time, inconvenience, commercial loss or damage to personal property, whether indirect or direct, and whether arising in contract or tort. In no event shall Goodland's responsibility exceed the purchase price of the product or its replacement. In the event that a product has been discontinued or is no longer available, a reasonable, suitable replacement is acceptable as determined by Goodland.

Remedy Procedure

Customers with defective products covered by this warranty should contact info@hellogoodland.com by email with their claim as indicated below and must provide their original invoice number and any necessary information to satisfy these warranty requirements. Warranty remedies may take additional time to address. Goodland retains the right to repair items (either personally or by third party) or replace parts to meet at or near the quality standards of the original item specified.

