

## Notes on Transportation and Storage

1. Storage environment: Store products in clean, dry, ventilated warehouses with proper temperature. Keep away from direct sunlight and heat sources with a minimum distance of 1 meter, and stack goods properly.
2. Protection requirements: Avoid contact with sharp objects to prevent damage to the reflective film. Reasonable stacking is required to avoid material deformation caused by long-term heavy compression.
3. Shelf life: It is recommended to use the product within 18 months from the production date. Conduct performance inspection before use if exceeding the valid period.

## Notes on Application, Processing and Maintenance

1. Cutting: Use sharp cutting tools to prevent rough edges and wire drawing. Reserve 1-2% compression allowance on cutting size for inner lining products to ensure tight fitting.
2. Splicing: Seal joints with special aluminum foil tape to guarantee air tightness. Ordinary transparent tape is prohibited.
3. Heat sealing (for airtight products): Conduct trial sealing beforehand. Keep temperature between 180°C and 220°C to avoid burning through the aluminum-plated layer.
4. Stitching (for non-airtight products): Applicable only to scenarios with low thermal insulation requirements. Needle holes will impair air tightness, please choose processing methods appropriately.
5. Installation: Remove sharp burrs on inner box walls before installation to protect the reflective layer from piercing damage.
6. Cleaning: Wipe surfaces with soft cloth dipped in neutral detergent or clean water. Hard brushes, strong acid, strong alkali and organic solvents are forbidden.
7. Custom processing: Custom service for various thermal insulation products is available. Feel free to contact us for inquiries.

## Service Terms

### 1. Warranty Policy

We guarantee that within 1 year upon delivery date, under normal transportation, storage and usage conditions, free warranty service will be provided for structural defects caused by inherent material issues such as abnormal delamination.

For confirmed quality problems, our maximum liability is limited to free replacement of qualified products of the same quantity or refund corresponding to the contract value of defective goods.

Shipping fees, construction labor costs and other indirect losses arising from product replacement are not covered by warranty.

### 2. Non-warranty Scope

(1) Failure to provide complete transaction documents; (2) Damage resulted from improper transportation, storage, installation or maintenance; (3) Claims raised beyond the warranty period; (4) Loss caused by force majeure including natural disasters, wars and other uncontrollable factors; (5) Normal surface stains, slight creases and natural gloss attenuation during use.

### 3. Custom Product Regulation

Customized products with exclusive specifications, printed logos and personalized designs are non-resalable. No return or exchange is accepted for non-quality reasons such as market fluctuation and usage adjustment after production and acceptance. Sample confirmation prior to mass production is highly recommended to meet your actual demands.

