

QT MAT

After-Sales Service Policy for Martial Arts Mats
(Applicable to all products sold by our company)

Date: 2026-03-03

Address: Ruiji Industry Zone, Dongao Village, Shatian
Town, Huiyang District, Huizhou City, Guangdong
Province, China

Email: qtmat@qt-technology.com

Phone : +86-13392047824

QT MAT is a professional manufacturer of martial arts mats and safety protection systems, headquartered in Guangdong, China, with its own production facilities.

With years of experience in the martial arts equipment industry, QT MAT is committed to providing high-quality, durable, and safe products, combined with reliable customer service and comprehensive after-sales support.

QT MAT

Table of contents

Our After-Sales Commitment 4

Principles Applicable to After-Sales Service 4

Scope of After-Sales Service..... 4

After-Sales Handling Process 6

Notes..... 7

Contact Information 7



After-Sales Policy

1. Our After-Sales Commitment

We take full responsibility for the quality of our products.

If the customer finds any damage upon receipt, or discovers inherent quality issues or manufacturing defects under normal use (excluding damage caused by improper use), we will verify the issue and handle it properly according to our established after-sales process.

Our goal is to ensure that customers can use our martial arts mats safely and with confidence.

2. Principles Applicable to After-Sales Service

This after-sales policy applies under the following principles:

The product was sold normally by our company

The product is used under reasonable and normal conditions

The reported issue is related to the product's inherent quality or manufacturing defects

Under these conditions, we will provide appropriate after-sales solutions.

3. Scope of After-Sales Service

We commit to handling the following situations:

Damage Found Upon Receipt

Including but not limited to:

Abnormal damage on the mat surface

Defects in seams, edges, or overall structure

Product condition inconsistent with normal factory standards

Inherent Product Quality Issues

Including but not limited to:

Defects in stitching, bonding, or structural workmanship

Abnormal materials, uneven foaming, or performance not meeting usage requirements

Product cannot be used properly under normal conditions

Manufacturing Defects

Including but not limited to:

Structural issues caused during manufacturing

Craftsmanship problems affecting normal use or safety

4. After-Sales Handling Process

To ensure efficient handling, the process is as follows:

Submit Feedback

Please contact your sales representative and provide order details, product type, a description of the issue, along with clear photos or videos.

Issue Verification

We will review the reported issue to determine whether it falls under product quality or manufacturing defects.

Solution Provided

Depending on the situation, one of the following solutions will be applied:

If only part of the products have quality issues, work with the customer to resolve

Product replacement

Refund (only applicable when the product cannot be used due to quality issues and cannot be resolved through replacement or compensation)

All solutions will be confirmed with the customer based on actual circumstances.

Completion of After-Sales Service

The after-sales process is completed once the customer confirms that the issue has been properly resolved.

5. Notes

After-sales handling is based on the actual reported issue

This policy is intended to help customers understand the after-sales process and does not affect their lawful rights

6. Contact Information

For after-sales feedback, please contact:

Phone / WeChat / WhatsApp: +86 133 9204 7824

Email: qtmat@qt-technology.com