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Order Information

Goodyear Floor Liner's website offers products for sale that are in stock and available for dispatch from our distribution center. All orders are sold on a first come, first served basis and are subject to acceptance and availability. Furthermore, items in your shopping basket are not reserved and may be purchased by other customers.

Acceptance of your order

Once you have made your choice and your order has been placed, you will receive an email acknowledging the details of your order. This email is NOT an acceptance of your order.

Unless you cancel your order, acceptance of your order and completion of the contract between you and Goodyear Floor Liners will be perfected when we dispatch the goods to you at which time you will receive a second email containing your tracking number, and confirming that your order has been dispatched. The sale contract is therefore concluded in the State of Illinois, USA and the language of the contract is English. We reserve the right not to accept your order in the event, for example, that we are unable to obtain authorization for payment, that shipping restrictions apply to a particular item, that the item ordered is out of stock or does not satisfy our quality control standards and is withdrawn, or that you do not meet the eligibility criteria set out within the Terms of Service, TOS.

Furthermore, we may refuse to process a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of our withdrawing any merchandise from the Site(s) whether or not that merchandise has been sold, removing, screening or editing any materials or Content on the Site(s), refusing to process a transaction or unwinding or suspending any transaction after processing has begun.

Tracking your order

Once your purchases are on their way to you, we'll send you an email with the tracking number. Registered customers can Sign In to their account on Goodyear Floor Liners website and follow the order's progress. If you have shopped but haven't created an account with us yet, register now so you can monitor the status of your order.

Taxes & Duties

Taxes and duties are calculated according to your shipping destination and itemized at the bottom of the Order Summary page. If you are shipping within the USA, sales tax will only be charged on orders shipped to states where KRACO ENTERPRISES LLC is required to do so. No other tax or import duty will be applied to orders shipped within the USA. Please note that all non-customs related local taxes are the customer's responsibility. KRACO ENTERPRISES LLC is not responsible for reporting or paying additional local taxes to states, such as Use Tax.

Colors

We have made every effort to display as accurately as possible the colors of our products that appear on the Site(s). We cannot guarantee that your computer monitor's display of any color will be accurate.

Returns, Exchanges and Refunds

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Returns, replacements and refunds will be gladly accepted provided the items meet the below requirements.

Please contact Goodyear Floor Liner via the Contact Us email form found at www.goodyearliners.com or call 855-792-2035. Our Customer Service hours are Monday thru Friday, 8 am to 5 pm, Pacific Time and will respond to emails and phone calls during that time.

Faulty goods

All items sold by Goodyear Floor Liners are new and are in their original packaging. However, items are classified as faulty if they are received damaged or where a manufacturing fault occurs within 15 days of purchase. Items damaged because of normal wear and tear are not considered faulty. A replacement product will be shipped at no extra charge for all product deemed faulty, once received. Please be aware that we can only replace it for the same product in the same size, subject to availability. If, and only if, there are no suitable

replacement items available, a refund will be authorized.

Warranty claims

All Items are classified as a warranty claim if a manufacturing fault occurs after 15 days of purchase. See the full Goodyear Floor Liners® Limited Product Warranty below for details. Please contact a Goodyear Floor Liner via the Contact Us email form found on the website or call at 855-792-2035. Our Customer Service hours are Monday thru Friday, 8 am to 5 pm, Pacific Time, and will respond to emails during that time. A replacement product will be shipped at no extra charge for all product deemed a warranty claim, once received. Please be aware that we can only replace it for the same product in the same size, subject to availability. If, and only if, there are no suitable replacement items available, a refund will be authorized.

Other Returns

Your satisfaction is important to Goodyear Floor Liners. If our products do not meet your expectations in quality, please contact us at 855-792-2035 or through our Contact Us form at www.goodyearliners.com. Please provide the order number and a description of the issue and we will start the return and refund process.

Returns Process

1. Please contact Goodyear Floor Liner via the Contact Us email form found at www.goodyearliners.com or call at 855-792-2035. Our Customer Service hours are Monday thru Friday, 8 am to 5 pm, Pacific Time and will respond to emails and phone calls during that time.
2. Our Customer Care Specialists will email you a prepaid shipping label with detailed return instructions.

***No COD, Cash On Delivery, returns will be accepted**

GOODYEAR FLOOR LINERS® LIMITED PRODUCT WARRANTY

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What Does this Limited Warranty Cover?

Kraco Enterprise, LLC, at 505 E Euclid Ave, Compton, CA 90222 (the "Manufacturer"), manufactures GOODYEAR Custom-Molded Floor Liners ("Product") and warrants to the original and first purchaser the Product ("you" or "your") that the Product will be free from material defects in material and workmanship when installed and used (1) in the make and model of vehicle for which the Product is intended to be installed and used, (2) in a normal manner, and (3) in accordance with operation instructions.

This limited product warranty shall be in addition to the Manufacturer's policies set forth on the Manufacturer's Web site at www.goodyearliners.com.

How Long Does this Limited Warranty Last?

The period of this limited warranty begins on the date of purchase of the Product and continues for the duration of your ownership of the Product ("Warranty Period") unless the Product is not installed and used in the make and model of the vehicle in which it was originally installed and used.

What Is Not Covered by this Limited Warranty?

This limited warranty does not cover:

Products that are not correctly installed and used in the make and model of the original vehicle in which they were intended to be installed;

Products that are not installed or used in a normal manner or in accordance with operation instructions;

Products that are not used pursuant to the instructions provided with the Product;

Products that are subject to misuse, abuse (accidental or intentional), accident, collision, vandalism, or other physical damage, improper installation, abnormal operation or handling, neglect, fire, or flood or other liquid intrusion;

Charges for labor or installation of the Product;

Loss, damage or injury, including those incurred in the installation of the Product;

Products that have not been used in strict accordance with all applicable laws; and

Products that are defective solely due to wear and tear, whether use is in an abnormal or normal manner.

What Will the Manufacturer Do If the Product Has A Material Defect During the Warranty Period?

During the Warranty Period, the Manufacturer (or its authorized representative) will replace, subject to availability, without charge to

you, a Product that has a material defect in material or workmanship if it has been installed and used (1) in the make and model of the vehicle for which the Product is intended to be installed and used, (2) in a normal manner, and (3) in accordance with the operation instructions ("Defective Product"), in each case, under the terms of this warranty. If Manufacturer replaces this Product, Manufacturer may replace it with a new or refurbished Product of the same or similar design. If, and only if, there is no suitable Product to replace the Defective Product, Manufacturer will refund to you an amount equal to the original purchase price of the Defective Product at the time of your purchase. This limited warranty covers product replacement only. No cost for labor or installation will be reimbursed. The remedies set forth in the preceding paragraph are your sole and exclusive remedy in the event of the Manufacturer's breach of this limited warranty.

How Do You Get Service under This Limited Warranty?

To obtain a replacement Product under the terms of this limited warranty, you must first contact Customer Service Department at 1-855-792-2035, Monday thru Friday, 8 am to 5 pm, Pacific Time, or by emailing the Manufacturer through the Contact Us page found at www.goodyearliners.com. You will be provided a prepaid shipping label, the ship to address and instructions on how to return the Defective Product. You must ship the Defective Product and the original packing slip/receipt received at the time of purchase to the Manufacturer. Please include your name, complete and correct address, telephone number and email address (if applicable).

Once the product is received, Manufacturer will provide you with a replacement Product under the terms of this limited warranty with transportation, delivery or handling charges prepaid or will provide you with a refund within 90 days of the receipt of the Defective Product. Manufacturer assumes no risk for damage or loss of the replacement Product in transit.

State Law Rights: This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Other Limitations:

Implied warranties, including those of fitness for a particular purpose and merchantability, are limited to the duration of the Warranty Period. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

In no event shall Manufacturer be liable for any indirect, special, incidental, consequential, or similar damages resulting from the use of the Product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

In no event shall Manufacturer be liable for any damages related to the use of the Product in an illegal manner or from injuries or other damages resulting from the installation or replacement of the Product.

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