親愛的好市多會員 您好，　　2026 年 9 月 9 日

根據好市多線上購物網站的購買紀錄，您在 2026 年 5 月 7 日至 2026 年 7 月 30 日這段期間，曾購買了#160306 Wavebone 商用折疊椅的商品。我們發現極少數的折疊椅在特定極端使用情境下，底座可能會些微變形，持續在搖晃的過程中可能導致底座的螺絲脫離。雖然我們在實驗室測試後，檢測底座結果正常，但為了確保每一位使用者與營運空間的絕對安全，我們決定採行最高標準的預防措施，調整底座的鎖固方式由螺絲改為鉚釘，減少振動產生鬆脫的可能。

若您仍持有上述的產品，請立即停止使用。我們將提供免費更換新品的服務，麻煩請您致電 Backbone - 班朋實業有限公司 電話 02-2356-9828 (服務時間:週一至週五上午 10:00 ～ 晚上 6:30)，我們將竭誠為您服務。

造成您的不便， Backbone 深感抱歉， 敬請見諒。

Dear Valued Costco Member,　　September. 9, 2026

Costco online records indicate that you have purchased item #160306 Wavebone Commercial Folding Chair between May 7, 2026 and July 30, 2026. We have identified that under specific and extreme usage scenarios, a very small number of these folding chairs may experience localized deformation in the bottom plastic structure. Continued rocking under these conditions may cause the base screws to detach. Although our laboratory testing detected normal, we are adhering to the highest safety standards to ensure the absolute safety of every user and operational space. Therefore, we have optimized the plastic structural layout and upgraded the fastening method from screws to rivets to prevent vibration-induced loosening.

If you still have the product, please stop using it immediately. We will provide a free, brand-new chair as a replacement.

Please contact Backbone Global Company Limited at 02-2356-9828 (Service Hours: Monday to Friday, 10:00 AM – 6:30 PM), and we will be glad to assist you.

Backbone sincerely apologizes for any inconvenience caused and deeply appreciates your understanding.

Backbone Global Company Limited





After improvement (改良後)