



# WARRANTY

ARB TEAK & SPECIALTIES

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## What warranty is covered?

We offer a 2-year limited warranty. ARB Teak products are guaranteed to be free from defects in workmanship for 2 years. If, after inspection by an ARB representative, a product is found to be defective, it will be repaired or replaced at the discretion of ARB Teak.

If oil, varnish, or any other chemical product was applied to your ARB Teak product, your warranty is no longer valid.

This warranty does not cover damage caused by abuse, misuse, negligence, or normal wear and tear. Wood is a product of nature, therefore, normal aging and exposure to sunlight, household solvents, and products can cause variations in the color of the teak and are not to be considered a defect. Normal expansion and contraction in the wood can cause hairline cracks which will not weaken the product and are not to be considered defects.

## What is the return process?

If you purchased your item from ARB Teak's website, please contact our customer service team at [orders@arbteak.com](mailto:orders@arbteak.com) with your ARB Teak order number. Include photos and a description of why you want to return your item. You can also call 1-855-772-8325.

When your return is accepted, we will send you a return authorization (RGA number), shipping label, as well as instructions on how and where to send your package. Items sent back to ARB Teak without authorization will not be accepted. All items must be returned in their original packaging. Items with teak oil, varnish, or any other finishing products applied cannot be returned.

Once we receive, inspect and approve the return, a notification will be sent. The return will then be refunded in the original payment method. Please note it may take some time for your bank or credit card company to process and post the refund.

## I did not purchase directly from ARB Teak: how do I return my teak item?

If you purchased your item through a 3rd party vendor (i.e., big-box store, reseller, on-line marketplace, etc.), we cannot oversee the return of your item. Please contact them directly and follow their return policy.