



Royal Teak Collection

Warranty Policy

Limited Warranty

Royal Teak Collection offers the original consumer a limited warranty that its products shall be free from manufacturer's defects. See warranty specifics for each material below:

TEAK– 3 year warranty from manufacturer defect from original date of purchase. Hairline cracks or “checking” is common in teak and will not cause any structural damage and therefore is not covered under warranty.

SLING- 3 year warranty from manufacturer defect from original date of purchase

ROPE- 3 year warranty from manufacturer defect from original date of purchase

WICKER – 3 year warranty from manufacturer defect from original date of purchase

CUSHIONS – 1 year warranty of cushion core from manufacturer defect from original date of purchase

This warranty is expressly limited to the replacement of furniture, replacement of defective part(s), and/or the replacement of part(s) necessary to return the product to functional condition.

All warranty claims require photos of the alleged defect(s). Royal Teak Collection may require additional photos (such as photos of the box/packaging/pallets) than what is initially provided to determine the outcome of the claim and if these photos are not supplied, the claim cannot be processed.

Chips, dents, cracks, and other damage must be noted and documented before the item is assembled. It is the customers responsibility to fully inspect the items before assembling.

What is not covered under warranty?

Hairline cracks are common in teak and cause no structural damage. They may cause lifting of the grains during the aging process, but it will even out over time and are not covered under warranty.

Teak is full of natural oils that help to protect it, but as these oils can move to the surface it can stain cushion fabrics and even bleed onto wherever the furniture is sitting. Teak stains on cushions are not covered under warranty. Before using your furniture, we recommend wiping down your teak with a wet cloth to remove any teak dust that may cause staining. There is a chance the teak will bleed through until it starts the weathering process. We recommend bringing your cushions inside for the first few rainfalls to help reduce the risk of teak stains on cushions.

It is perfectly common to see black dots on your teak furniture, especially when it is new. As the teak oil escapes the wood, it can mix with foreign substances such as dirt, food, or moisture and cause it to mildew. This occurs on the surface of the teak and is no cause for concern. Simply follow our recommended cleaning instructions to rid of the spots. This would not be covered under warranty.

This warranty does not cover damages that occur in shipping. See Shipping Policies for more information on what is necessary for shipping claims.

This warranty only applies for products under normal use and does not apply to defects as a result from intentional damage, negligent misuse, acts of nature, including but not limited to, wind damage, floods, fire, and other events of natural causes. Normal wear, fading/stretching of fabrics/sling/rope, mildew, improper care, and improper assembly are all not covered under warranty.

Umbrellas are sold without a warranty and cushion covers are sold without a warranty from Royal Teak Collection as they are warranted from Sunbrella.