



Royal Teak Collection

Warranty Policy

Limited Warranty Commercial

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– 1 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- 1 year warranty from manufacturer defect from original date of purchase

ROPE- 1 year warranty from manufacturer defect from original date of purchase

WICKER – 1 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.

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.

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 warrantied from Sunbrella.

Shipping/Receiving Policy

Some of our smaller items will ship via Ground Shipping, but most of our larger shipments will ship LTL on pallets. Our LTL shippers will reach out to the receiver to schedule a delivery appointment. Delivery appointments can be scheduled, typically, from Monday-Friday between 8am and 5pm.

We have very few shipping damages, but they can happen, so we have some policies set in place when receiving to help all parties quickly resolve the issue.

When receiving shipments, all items should be inspected on receipt. We recommend taking a photo of the shipment as it arrives and before unwrapping in case it is needed to help with your claim. We take photos of our shipments before they leave our facilities, so if you provide a photo on receipt, we can check it against our photo and confirm if items were left off the shipment or, in the cases of shipping damage, it will strengthen our claim with the shipper and help resolve things quickly.

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If you notice obvious damage to the pallet, boxes, cartons such as holes, rips, or indentions make sure to note that on the delivery receipt and then open the box or boxes to inspect and see if the items are damaged. If the delivery driver will not wait while you inspect the boxes note that on the delivery receipt as well.

For concealed damage, our carrier allows 5 days to submit a claim. That means we would need the necessary information, photos, and damages within that time period in order to file a claim. If you plan on accepting a shipment and storing it for a while until you assemble the furniture, please go through and inspect the items to make sure there is not any concealed damage. Anything concealed damages submitted after the allotted time period may not be accepted.

With warranties and shipping claims, we will work with you to come to a fair and swift resolution. With over 20 years of experience selling and shipping our products nationwide, we have finetuned our policies with our customers best interests in mind. By following our policies set in place, it will help us quickly determine the outcome and best solutions so you can focus on enjoying Royal Teak Collection furniture.