



## ARB TEAK & SPECIALITES Refund Policy

### 30-day return policy

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unused, with tags, and in its original packaging. Items with teak oil, varnish, or any other finishing products applied will not be accepted. All return requests require your ARB Teak order number or ARB Teak receipt.

To start a return, contact us at [orders@arbteak.com](mailto:orders@arbteak.com) with your ARB Teak order number. If your return is accepted, we will send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can contact us for any return questions at [orders@arbteak.com](mailto:orders@arbteak.com).

### Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, or damaged or if you receive the wrong item so that we can evaluate the issue and make it right.

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.

### Exceptions / non-returnable items

We cannot accept returns on sale items or gift cards.

### Exchanges

To start an exchange, contact us at [orders@arbteak.com](mailto:orders@arbteak.com) with your ARB Teak order number. We will contact you with instructions on how and where to send your package.

### Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you will be automatically refunded on your original payment method.

Please note it may take some time for your bank or credit card company to process and post the refund in your account.