



Damages Policy

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.

Please contact our customer service team with your order number. All damage claims require your order number or receipt.

Include photos and a description of the damage. When your claim 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 without authorization will not be accepted.

Once we receive, inspect, and approve the damage claim, a new item will be sent.