



ARB TEAK & SPECIALITES Return 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.

Please contact our customer service team at orders@arbteak.com with your ARB Teak order number.

Include photos and a description of why you want to return your item. 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 without authorization will not be accepted.

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 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.

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

Restocking fees. In the event of a return or exchange, a restocking fee of 2 times the original shipping charges, if any, will apply.