



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 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 boxes/wrapped items should be inspected on receipt. We require the customer to take 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.

If you notice obvious damage to the pallet, boxes, cartons such as holes, rips, or indentations 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.



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Care Instructions

Teak

What Happens to Teak

As the teak oils come out of the wood and mix with weather elements, spills, dew, etc. it can form a mold/mildew that can be easily cleaned with a Teak Cleaner. Also, as the oils move to the surface of the teak, in the first few rainfalls there can be some "bleeding". During this time, we recommend removing cushions from the furniture when it is raining until the furniture dries and to avoid placing the furniture on light colored patio surfaces. This process is completely natural and only occurs in the first few months of the weathering process.

Over time teak will develop hairline cracks or what is known as "checking". These will smooth themselves out as the wood ages. They can be lightly sanded with sandpaper to smooth them out faster.

Teak naturally turns to a silver-grey if left untreated. Moist climates will cause the teak to grey faster than in drier climates. To bring teak back to its natural finish use a teak cleaner to restore the color and then a teak sealer to preserve it.

How to regularly clean my teak?

Regularly cleaning your teak will help lengthen the life of your teak furniture. Using fresh water, hose down your teak and then wipe down with a clean cloth. Let completely dry before next use.

Sometimes it may be necessary for a more thorough cleaning. For this we recommend using our Royal Teak Collection Teak Cleaner. This will help rid of more difficult stains. First, hose down teak with fresh water. Then using our Teak Cleaner spray or wipe it directly onto the furniture. Then use a clean cloth or soft bristle brush to scrub the furniture thoroughly. Once finished you should rinse the entire piece of furniture again with fresh water and let dry before next use. Keep in mind using the Teak Cleaner will restore the color from the silver-grey back to a more natural look.

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Care Instructions

Teak Cleaner

- Water based
- Cleans and brightens Teak
- 1 Bottle will cover 1 Dining Table and 8-10 Chairs

Using Teak Cleaner

- Cover anything that is not teak first as Teak Cleaner could affect it
- Spray or wipe cleaner directly on teak
- Wipe down
- Some areas may require more scrubbing than others to fully clean

Why does teak turn grey and can I prevent this?

Over time if left untreated teak will turn in a silvery-grey color. This is a completely natural process caused by the sunlight drying out the outer layer of teak. As it dries out it will oxidize and begin to fade and change colors within a few weeks. This is purely cosmetic and does not change the integrity of the teak.

To prevent teak from greying, simply use a Teak Sealer. Our Teak Sealer will seal the teak preventing the natural weathering process of teak to occur, allowing it to stay its natural golden-honey color. Depending on the climate our Teak Sealer should be applied every 1-2 years.

Teak Sealer

- Gives a layer of UV protection to Teak
- Prevents mildew growth
- Will prevent Teak from turning into silver-grey color
- 1 Bottle will cover 1 Dining Table and 8-10 Chairs

Using Teak Sealer

- Cover anything that you do not want to get sealer on
- Wipe off the teak with a clean cloth before applying any sealer
- Spray or rub on with cloth

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Care Instructions

- Cover the teak thoroughly with sealer
- Let dry thoroughly before use

Can I pressure wash my teak furniture?

Yes you can pressure wash your teak furniture. Pressure washing is most effective on teak that has been left untreated and you would like to bring it back to its original color. See our recommendations below on pressure washing your teak.

Pressure Washing Teak

- Use on a low setting and PSI (under 1900)
- Use a wide spray nozzle (40 degrees)
- Use even long, strokes keeping the nozzle around 12" from the teak's surface
- After finished, sand to smooth out the teak.

Why do I see black dots on my new teak?

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.

Should I oil my teak furniture?

We do not recommend oiling teak furniture. Our Grade A Teak is naturally filled with plenty of teak oil. Most oils you that are marketed as teak oil are made from linseed oil or tung oil. These are not as effective and do not mix well with the natural teak oil from Grade A Teak. To keep your teak bright and looking brand new we recommend using our Teak Cleaner to clean and brighten and then sealing the teak with our Teak Sealer.

Sling

Sling Maintenance

Sling is extremely durable and perfect to leave outdoors. The only time you would need to store your furniture with sling would be in freezing temperatures, as this can damage the sling. Regular care of sling consists of hosing down and storing in extreme temperatures. Other than that, if properly used, your sling will last a very long time.

Although our sling does have UV Protection, it is completely normal throughout the life of sling for it to fade slightly. Also, avoid direct contact to sling with oil based products such as sunscreen as it can cause accelerated aging of the sling.

Cleaning Sling

When regularly cleaning your sling it is always best to use a cleaning solution. We recommend 1 tbsp of dish detergent and 2 tbsp of household bleach mixed with a gallon of water.

Clean the fabric with a sponge or soft cloth dipped into the solution. Do not pour the solution directly on the fabric. Once cleaned, rinse thoroughly with clean water and let air dry.

If sling is stained it is best to clean it right away. Depending on the stain will depend on the solution used to fight the stain. Please refer to the guide on which solutions to use when cleaning stains.

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Care Instructions

Type of Stains	Cleaning Instructions
<ul style="list-style-type: none">• Coffee or Tea• Cola• Grape Juice• Ketchup or Mustard• Kool-Aid• Milk• Raw Egg• Bird Droppings	Combine 1/4 cup (60 mL) dishwashing liquid per gallon (3.8 L) of water.
<ul style="list-style-type: none">• Beer• Food Coloring• Urine• Vomit	Combine 1/4 cup (60 mL) dishwashing liquid and 1/3 cup (80 mL) white vinegar per gallon (3.8 L) of water.
<ul style="list-style-type: none">• Butter• Grease• Liquid Shoe Polish• Oil• Paint (Wet/Dried – latex, oil, lacquer)• Salad Dressing• Suntan Lotion• Tomato Juice• Tree Sap	Apply cornstarch to absorb as much as possible, remove excess with a straight edge and clean remaining residue with dishwashing liquid and water.
<ul style="list-style-type: none">• Charcoal• Pencil Marks	Vacuum to remove any loose dust, and then clean with 1/4 cup (60 mL) dishwashing liquid per gallon (3.8 L) of water.

Cushions

Cushion Maintenance

Made from only the best quality materials, maintenance of our deep seating cushions is made easy. Our cushions can be left out in the sun or rain but should be stored away during extremely cold or freezing weather. Regular cleaning is required to prevent dirt from building up or embedding in the fabrics.

If left out in heavy rainfall, cushions can become saturated with water. This happens and is no cause for concern. Just unzip the cushion stand it on the corner with the zipper facing down. This will allow the water to properly drain from the cushion. If this is done in direct sunlight, it should dry within 24-48 hours.

Cleaning Cushions

To keep from dirt buildup or embedment you should clean your cushions regularly. The best way to clean is with ¼ cup mild natural soap per gallon of water and a sponge or soft bristle brush. Once cleaned thoroughly to remove all soap residue, let air dry before next use.

For tougher stains, you could use a bleach cleaner to spray onto the cushions. Test a small hidden spot first, and spray on the cleaner directly on the fabric. Let sit for 30 seconds and then dip your scrub brush into warm water and scrub in a small circular motion. Allow to sit for a few minutes and then spray off with a hose.

Woven/Rope

Woven/Rope Maintenance

Maintaining our woven/rope products is as easy as hosing it off or wiping it with a cloth. Made from extremely durable materials, it can be left outside in all temperatures keeping maintenance simple for these products.

Woven/Rope Cleaning

Our woven and rope furniture can be cleaned as easy as spraying off with a hose. Remember to remove any cushions before cleaning.

For deeper cleanings, a simple mixture of mild detergent and water is all you would need. For best results, use a soft bristle brush to scrub the furniture and then hose down to remove any remaining soap and let dry.