

Warranty

At Pacific Teak Millworks we are committed not only to providing the most beautiful outdoor cabinetry available, but also the highest quality. We stand behind this claim with a limited 10-Year warranty.

Pacific Teak Millworks warrants to the original purchaser that your outdoor cabinetry will be free of defects in materials and workmanship for a period of ten-years from the original date of purchase. In addition, door hinges are warranted to the original owner for as long as you own your cabinetry, and our drawer glides are covered for a period of 5 years.

For the purposes of this Warranty, "Defects" are defined as imperfections in materials or manufacturing that negatively and significantly impact visual quality, or that impair the use or structural integrity of the product. If a defect is found, we will provide a replacement part or product, or make the appropriate repair as determined proper and appropriate at our sole discretion.

Exclusions.

Natural variations in wood color and grain are natural to "living finishes" and are not considered "defects" under the terms of this warranty. Teak wood will also naturally patina, and change color over time and with normal use. Checking, or slight cracking of teak wood is also a normal and natural occurrence of the wood that will not affect its integrity, and should be expected.

Shipping damage, damage incurred as a result of improper installation, unauthorized modification or repair, and damage due to improper cleaning, misuse or neglect are not covered. Normal wear and tear, or deterioration resulting from the normal, regular use of the cabinetry is also not warranted.

Terms and Conditions.

- This warranty covers only outdoor cabinetry manufactured by Pacific Teak Millworks.
- This warranty applies to the original purchaser of the cabinetry only with proof of purchase.
- If you receive an item that is defective, you MUST contact: darin@pacifcteakmillworks.com with the specific issue immediately upon receipt of the defective product.
- Shipping Damage. Items damaged in transit MUST be reported immediately upon receipt of delivery. Your assistance will be required during the claims process.
- All items being exchanged must be sent in original condition, unused in our opinion.
- All returns must be authorized with an RA # (Return Authorization Number) that must be obtained prior to sending back your item. Contact: info@pacifcteakmillworks.com to receive an RA number. A copy of your purchase receipt must be included.
- You are responsible for shipping the item back to us in its original packaging and we do not accept responsibility for lost or damaged packages.
- This warranty does not cover any damage or loss or condition that is beyond the control of Pacific Teak Millworks including but not limited to cases of infestation, negligence, misuse, vandalism, wind damage, hurricanes, tornadoes, floods, fire, earthquake or any other similar acts of Force Majeure.
- Pacific Teak Millworks reserves the right to update or modify these terms and conditions at any time without prior notice.