

Warranty

HiTeak provides warranty to the original customer, ensuring that the material and craftsmanship of our furniture are free of defects. However, in the case of a defect in material or craftsmanship, HiTeak will repair and/or replace the defective components.

All warranties are not transferable and are limited to the original customer with proof of purchase. HiTeak shall not be liable, in any event for improper handling or normal wear and tear damages resulting from the use of the product. Please see exclusions below.

- **Limited warranty of Products**

- Teak - 3 years
- Stainless Steel - 1 years
- Brass - 1 years
- Textilene - 1 years
- Cushions/Parasol – 1 Year Manufacturer's Warranty on Stitching
- Umbrellas – 1 Year Manufacturer's Warranty

- **Exclusion**

HiTeak warranty does not cover defects or damage caused by:

- Incorrect assembly
- Modifications of any furniture after purchase
- Damages caused by intentional, accidental, misused, carelessness
- Normal wear and tear, including weathering and checking
- Damage that was a direct affect of weather related conditions
- Floor samples or Clearance items

- **Note:** Teak wood requires proper maintenance and cleaning on occasion, depending on the environment the furniture is exposed. It is highly recommended to clean the furniture at least two times a year to remove the build-up of dirt from the environment. HiTeak may discontinue materials, parts or color on outdated items.

- **Concealed Damage**

HiTeak highly recommends that customers unpack all packages within Two days of delivery of your order. Contact us immediately of any damage to the product. In the case of a return please save all cartons and packing materials so that they can be used for shipping. Send photos of the damage product and packages for claims if applicable.