



TEAK WORLD

WARRANTY GUIDE

**YOUR
CONFIDENCE.
CERTIFIED.**

**Furniture is meant to
withstand years of
memories, which is
why we back every
piece with a promise.**

LIMITED WARRANTY TERMS

This warranty applies only to the original purchaser and cannot be assigned to any other person. The warranty is not subject to individual obligations and may not be amended in any way. The warranty is effective from the date of delivery, with proof of purchase.

Content in this warranty may be changed from time to time in the sole discretion of Teak World and without notice. The respective user is therefore generally obliged to check for content updates on the website (www.teakworld.mu), where information is provided on an “as is” and “as available” basis, without warranty of any kind, either express or implied. Information contained in this warranty is not intended to provide instructions on the appropriate use of Teak World products in any way.

The Management.

RETAIL STORES CONTACT NUMBERS

Bagatelle Showroom	(230) 414 0103
Grand-Bay Showroom	(230) 263 9099
Camp Fouquereaux Showroom	(230) 686 9900

In the unlikely event that your product needs warranty service, contact one of the stores above with whom you purchased your furniture.

Teak World is a trademark of TW Stores Ltd.

Warrantor

Teak World gives this warranty on behalf of TW Stores Ltd.

CONTENTS

To the Owner	6
General Warranty Coverage	7
Solid Wood Collection	8
Furniture Collection	9
Upholstery	10
Accents	11
Mattresses	12
Home & Garden	13

TO THE OWNER

As a Teak World product owner, you deserve service unparalleled in the industry. The subsequent pages of this booklet will help you understand the terms and limitations of the warranties you receive as a Teak World product owner.

Your product is covered under the terms of these warranties and we will exchange or repair any defective parts in accordance with the terms of such warranties within stated limits.

Most important, we hope you get years of enjoyment from your product. Isn't that the best part of owning a Teak World product?

WARRANTY SERVICE: If you have any concern with your Teak World product that the warranty covers, contact the Teak World showroom where you made your purchase with a proof of purchase.

For your kind information, the main solution usually provided by Teak World under this warranty is to repair or replace the product or any part thereof, where such need arises, to the discretion of Teak World and subject to the terms and conditions of this Warranty.

If we decide to replace a product we no longer sell, we will replace it with a corresponding product of equal value which is of similar kind, age, and quality. If your product is repaired or replaced, the warranty will not be renewed or extended.

Teak wood products undergo natural expansion and contraction with time, resulting in small cracks or "checking". This is part of the natural aging process of the timber as it settles into its new environment. This does not affect the furniture structure or durability and is not a product fault.

GENERAL WARRANTY COVERAGE

This warranty is valid from the date of delivery to the first and original owner, and it applies under conditions of normal household use only.

Our products are not warranted against impact damage, normal wear and tear, indentions, scratches, and surface damage caused by accidents, abuse or neglect; against damage caused by pests and/or pets; against damage caused by natural disasters or any force majeure; and against damage resulting from improper use, care, or storage. The warranty does not apply to commercial use.

Our products, unless otherwise stated, are made for indoor and/or covered terrace use. Our products are not warranted against direct sun exposure and/or products located in the sun's path. Sun exposure and heat damage, your air conditioning system or a humid environment can all threaten the quality of your furniture and is ultimately unsightly and irreversible.

As many of our products are handcrafted and made with natural materials, variations in size, shape, grain, colour, and markings which develop over time due to natural processes can be expected. The present warranty does not cover such variations or any differences between floor samples or printed illustrations and your item(s). Teak World warranties do not cover products sold "as is".

Any product modification or unauthorized repairs by the consumer, or use of non-Teak World parts, will void this warranty. Improper or insufficient maintenance by the original purchaser will also void this warranty.

Teak World is also not responsible for colour variations in fabric or leather upholstery due to dye lot variations that may occur with non-concurrent orders. In no event and under no circumstances shall Teak World be liable for special, consequential, incidental, or other damages.

SOLID WOOD COLLECTION For Indoor Use Only

Product Category	Warranty Period	Coverage Exclusions and Details
Solid Teak Wood	5 Years	Warranty does not cover expansion, contraction, or effects of extreme high/low humidity. Wood furniture will have one or more of the following characteristics, which are not considered quality defects: variations in grain and color, knots, mineral streaks, and/or pitch pockets. Warranty does not cover darkening of wood or finish, which occurs naturally over time.
Driftwood, Ebony, Mahogany, Rubberwood, Sheesham, Suar, & other woods	1 Year	Warranty does not cover expansion, contraction, or effects of extreme high/low humidity. Wood furniture will have one or more of the following characteristics, which are not considered quality defects: variations in grain and color, knots, mineral streaks, and/or pitch pockets. Warranty does not cover darkening of wood or finish, which occurs naturally over time.
Wooden Doors (Any Wood)	1 Year	Warranty does not cover damage caused by others, or by any cause outside the control of Teak World, including but not limited to damage caused by misuse, abuse, accident, mishandling, or by acts of nature. Warranty excludes warping for any door over 8 feet in height and 4 feet in width.

FURNITURE COLLECTION For Indoor Use Only

Product Category	Warranty Period	Coverage Exclusions and Details
Metal/Aluminium	1 Year	Warranty does not cover rust or tarnishing resulting from either scratches or abrasions to finish or changes in patina, as it is a living finish that mellows with age. Warranty does not cover products used at less than 150m from the beach.
Rattan and Synthetic	1 Year	Warranty does not cover stains or changes in colour/texture. Natural variations in color and veining patterns are normal and to be expected.
Marble and Stones	None	
Glass and Mirror	None	Small air bubbles, surface waviness, and lightly pitted areas may occur naturally as part of the glass manufacturing process and are not considered quality defects. Do not sit on glass table-tops.
Office Chairs	None	
Others (Mechanical Components of Products such as Handles, Rails, Hinges, Ball-bearings, Locks, etc.)	1 Year	

UPHOLSTERY For Indoor Use Only

Product Category	Warranty Period	Coverage Exclusions and Details
Upholstery Frames	1 Year	Warranty does not cover impact damage, normal wear and tear, and damage caused by accidents, abuse or neglect; against damage caused by natural disasters or any force majeure; and against damage resulting from improper use, care, or storage.
Upholstered Back Pillows and Padding	None	Fluff and rotate all loose back pillows.
Leather	1 Year	Warranty does not cover natural markings or colour changes caused by body oils, soil, or damage caused by pets. Warranty does not include normal wear and tear, or failure to protect the leather from direct sunlight.
Seat Cushions	None	Cushions may compress up to 20% within the first year. Fluff all semi-attached back pillows and fluff and rotate all loose back pillows.
Motion Mechanisms: Swivel Chairs, Recliners, Headrests, Etc.	1 Year	Product warranty does not apply to damage caused by lightning, power surges or wrong voltage usage.
Workmanship: Stitching, Buttons and Zipper Closures	None	Tailoring defects reported within 3 days of delivery can be repaired by Teak World.

ACCENTS For Indoor Use Only

Product Category	Warranty Period	Coverage Exclusions and Details
Rugs	None	Water/moisture, pets, the use of vacuum cleaner or improper care may cause sprouting, fading, staining, or irreversible damage.
Lighting	None	
Artworks	None	
Mirrors	None	
Flowers and Plants	None	
Decorative Accessories	None	
Clocks	None	

iSLEEP COLLECTION For Indoor Use Only

Product Category	Warranty Period	Coverage Exclusions and Details
Mattress Top Collection Cover	None	
Foam	1 Year	
Springs	10 Years	Warranty does not cover damage to pocket coils or border wires due to bending, structural damage from misuse, abuse, or using an inappropriate support system and/or mismatched set; damage caused by water/moisture; damage to fabric coverings and handles; sagging; firmness/comfort preference or impressions of less than 20% on a mattress in a non-tacked or tufted top surface area; and less than 5% on a foundation as measured when no weight is resting on the surface. Any blade cuts made to product void warranty.
Pillow Collection	None	Ambient room temperature may affect the material's feel. Very warm or humid weather may make the material feel extra soft, while very cold weather may render the pillow somewhat firmer. A bedroom temperature between 18° - 25° Celsius shall generate the proper feel.

HOME AND GARDEN For Covered Terrace Use Only

Product Category	Warranty Period	Coverage Exclusions and Details
Fabrics and Cushion	None	
Umbrellas	None	
Glass Components	None	Small air bubbles, surface waviness, and lightly pitted areas may occur naturally as part of the glass manufacturing process and are not considered quality defects. Do not sit on glass table-tops.
Teak Furniture	5 Years	Warranty does not cover expansion, contraction, or effects of extreme high/low humidity. Wood furniture will have one or more of the following characteristics, which are not considered quality defects: variations in grain and color, knots, mineral streaks, and/or pitch pockets. Warranty does not cover darkening of wood or finish, which occurs naturally over time. Warranty does not cover outdoor use (in sun).
Metal/Aluminium	1 Year	Warranty does not cover rust or tarnishing resulting from either scratches or abrasions to finish or changes in patina, as it is a living finish that mellows with age.
Rattan and Synthetic	1 Year	Warranty does not cover stains or changes in colour/texture. Natural variations in colour and veining patterns are normal and to be expected.

GOOD TO KNOW!

Our furniture are built out of high quality materials to tolerate and adjust to the fluctuations in temperature and humidity.

However, heat from the sun, your air conditioning system or a humid environment can all affect the function and aesthetic of wood. Don't store wood furniture in the basement, attic, garage, or a warehouse, if at all possible, as this will cause it to age more quickly.

With leather, too much sun and harsh lighting can lead to two things: colour fading and drying out. Too much heat or sunlight causes moisture in the leather's natural oils to slowly evaporate, resulting in stiffening and unsightly cracking.

Just like leather, fabric tends to fade if exposed to the sun and harsh interior lighting. If your fabric furniture is exposed for prolonged periods of time, the fabrics will start to fade. Dark colours will fade more rapidly.

If you have a beautifully sunny room, try to design the floorplan with flexibility in mind. Sofa and two chairs? Try rearranging the items so that the sofa's back is not always against the window, and vice versa. This will at least help the items fade consistently all over.

Lastly and most importantly, communicate with your sales consultant. The questions they ask about furniture location is not to be nosy, but to make sure that they are selling you the best product for your environment.

You love the furniture when you buy it; we want you to love and enjoy it for many years to come.

For more information, contact us
at customercare@teakworld.mu