

Cancellation & Return Policy

At Pacific Teak Millworks we are committed to providing you the most beautiful outdoor cabinetry available, as well as the highest level of service.

If you place an order with us but decide to cancel your order before it has been shipped, we will do so at no charge. Cancellation requests must be received by email at darin@pacificteakmillworks.com.

If you decide to return your cabinets after they have been shipped for any non-warranty reason, we will accept them back under the following terms and conditions.

- This Return Policy applies only to items ordered directly from Pacific Teak Millworks. Products ordered through our authorized retailers must be returned through the retailer.
- Return requests must be made within 30 days of the shipping date.
- All returns require a return authorization from Pacific Teak Millworks. Please contact: darin@pacificteakmillworks.com or call (949) 365-6513 to receive a return authorization.
- A 20% restocking fee will apply to the total cost of the returned items.
- The customer is responsible for the cost and scheduling of return shipments
- All items must be returned in original, unopened packaging in re-sellable condition. Any returned product deemed un-sellable will not receive credit.
- Any previously assembled or installed products are not eligible for return.
- Any shipping damage (other than outer packaging) discovered during our return inspection process will be the responsibility of the customer and deducted from any refund due.
- If the original shipping costs of the order were paid by Pacific Teak Millworks, the shipping cost will be deducted from the refund.



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