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PT.TARA GREEN EURASIA

Desa Tlogorandu RT.03/RW.05, Juwiring
557472 - Klaten - Centra Java - Indonesia

MATIZ Warranty Policy

Our Warranty

At MATIZ, we take great pride in designing and manufacturing furniture that combines timeless design, thoughtfully selected materials and skilled craftsmanship. Every product is manufactured under strict quality standards and carefully inspected before shipment.

PT Tara Green Eurasia warrants MATIZ products against manufacturing defects in materials and workmanship under normal residential use, subject to the terms described in this document.

Warranty Period

The warranty period is two (2) years from the invoice date.

Natural Characteristics of Solid Teak

Solid teak is the primary material used in MATIZ furniture. Teak is a premium tropical hardwood, valued for its durability, stability and natural resistance to weathering. As a natural solid wood, every piece is unique, with its own grain, colour and texture. No two pieces are exactly alike.

Solid teak naturally responds to changes in temperature and humidity by expanding and contracting. Whenever solid wood is moved to a new environment, it requires time to acclimatize to the local temperature and humidity conditions. During this process, minor movement, small checks or hairline cracks that do not affect the structural integrity of the product may occur and are considered natural characteristics of solid wood rather than manufacturing defects.

Warranty Conditions and Limitations

This warranty assumes that the furniture has been used and maintained in accordance with the recommendations in the MATIZ Furniture Care Guide.

Indoor Furniture

Indoor furniture is designed exclusively for interior use. Damage caused by outdoor use, excessive humidity, standing water or unsuitable environmental conditions is not covered.

Outdoor Furniture

Outdoor furniture is designed for exterior use. Natural weathering, colour changes, surface ageing and the natural evolution of teak exposed to the elements are expected characteristics and are not considered manufacturing defects.

However, whenever possible, protecting the furniture from prolonged exposure to the elements by using a suitable cover or placing it under shelter when not in use will help preserve its appearance and extend its service life.

Upholstery and Fabrics

This warranty covers the quality of MATIZ upholstery workmanship, including cutting, sewing and installation.



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The performance of the upholstery fabric itself, including abrasion resistance, stain resistance, UV resistance, colour fastness and outdoor suitability, is covered by the warranty provided by the original fabric manufacturer and varies according to the selected fabric collection.

What Is Covered

- Structural defects affecting the intended function of the furniture.
- Manufacturing defects in solid wood, metal, stone, loom, glass, hardware, upholstery materials, foam fillings and other original components.
- Defects in workmanship that prevent the product from performing as intended.

What Is Not Covered

- Normal wear and tear, including scratches, dents, fading and finish ageing.
- Natural variations in grain, colour and texture, or minor wood movement, small checks and hairline cracks that do not affect structural integrity.
- Damage caused by misuse, abuse, neglect, improper assembly or unauthorised modifications or repairs.
- Commercial use, unless otherwise agreed in writing.
- Damage caused by flooding, excessive humidity, standing water, prolonged direct sunlight, extreme temperatures or other unsuitable environmental conditions.
- Damage resulting from improper care or maintenance.

Warranty Claims

Submitting a Claim

Warranty claims should normally be submitted through the original retailer or distributor. At MATIZ, we carefully review every claim to understand the cause of the issue and identify opportunities to improve our product design, construction and manufacturing processes. To support this review, we ask that every claim include product identification, a clear description of the issue and photographs of the affected product.

Warranty Resolution

If a warranty claim is accepted, PT Tara Green Eurasia will work with the retailer or distributor to reach a reasonable resolution. Depending on the nature of the claim, this may include repair guidance, replacement parts, product replacement, a reasonable commercial adjustment or another appropriate solution.

Limitation of Liability

This warranty covers the repair, replacement or other agreed resolution of the affected product only. Unless otherwise agreed in writing, it does not cover transportation costs, installation or removal costs, labour charges, or indirect or consequential losses arising from the claim.