



Warranty - Easy as 1-2-3

1. Take photos and email them to your sales representative or customer service representative. The photo must show a closeup of the problem, (i.e. broken cord) as well as a photo of the complete item. Ensure the photo is focused. If it's a fabric issue, we require a photo of the sewn in label as well.
2. Include the complete item number on your email (i.e. AG19-09-4811) and a brief description of the problem.
3. Email must include a copy of the consumers receipt as well Treasure Gardens order # or your Purchase Order #.

NOTE: If the problem can be resolved by sending a replacement part, that is what we will do. Do not assume the complete item will be replaced. In most cases, Treasure Garden will replace parts, canopies, frames, upper/lower hub or base components.

If the claim is not submitted complete, we will not be able to process it. Please help us by submitting your warranty claims complete. This will allow us to service you in a more efficient way.

What is Covered?

1. Frames warranty period varies by item, 1-3 Years. This covers defects in the original material and workmanship. (Refer to catalog for additional product warranty information.)
2. Fabric Warranty depends on grade. Sunbrella®/Outdura®/Bella-Dura®/Docril® carry a 5 Year warranty, O'bravia® is 4 Years, O'bravia2 is 3 Years, Solefin is 2 Years and Polyester is 90 days. This limited warranty is against fading.
3. Bases carry a 1 Year warranty against defects in the workmanship.
4. Treasure Garden items are designed for residential use and are not warranted for commercial applications (unless specified for Commercial use).

What is NOT Covered?

1. Acts of Nature, including but not limited to wind and storms.
2. Failure caused by neglect.
3. Modification to product.
3. Rust on bases (Rust is a natural part of the aging process of all Steel or Iron based materials and is therefore NOT considered a defect).
4. Holes in canopy due to canopy rubbing on mainframe from not properly folding canopy.

Troubleshooting

Treasure Garden recommends that you always close your umbrella in windy conditions as well as when not in use to avoid damage to your umbrella frame and furniture.

In a few instances cantilever umbrellas have gotten stuck either going up or down. A quick fix for this requires two people. One person under the canopy flexing the ribs, while a second person gently cranks the umbrella up or down. This usually will free the cord and operation will resume normal. **Please do not advise the customer to cut the cord!**