

Warranty/Guarantee

Treasure Garden items are designed for residential use and are not warranted for commercial applications (unless specified for Commercial use).

LIMITED WARRANTY (Frames and Accessories):



One (1) year

AG Cantilever style
Push Button Tilt styles
Quad Pulley Lift – UM8091 style
Umbrella Lights
Umbrella Bases & Accessories
Protective Furniture Covers
Outdoor Rug styles



Two (2) years

AKZ/AKZ PLUS Cantilever styles
Shanghai Collar Tilt – USA459 style
Starlight Collar Tilt – UM800_SL style
Collar Tilt – UM80__ series
Auto Tilt – UM81__ series
Auto Tilt – UM8810RT style
Crank Lift – UM8811RT style



Three (3) years

Commercial styles – UCP4__ series
Stardust styles – UCP410-__ series

Limited Warranty Includes:

Frame, ribs, finial, tilt, cord, crank handle, housing, canopy and rib pocket seams. If a defect in the original material or workmanship appears during the warranty period on any Treasure Garden product; Treasure Garden, at its option, will repair or replace the product without charge.

Authorized Retailer:

Requests for returns must be FAXED in to (888) 821-8868
Attn.: Customer Service or contact a Customer Service Rep.

LIMITED WARRANTY Fabric (Furniture Grade):

The following fabric lines have a limited warranty against fading for:
5 years - Sunbrella®/Outdura®/Bella-Dura®/Docril®
4 years - O'bravia®

The Limited Warranty only applies to TG product purchased directly from Treasure Garden, Inc. and its affiliates, or an authorized TG retail Dealer, as defined in our Terms and Conditions; the Limited Warranty is not transferable. Should the Purchaser or Owner sell the TG product to another party, the warranty will not transfer to the new owner.

What is NOT Covered:

Failure caused by unreasonable or abusive use, or failure caused by neglect of reasonable and necessary care are not covered by this warranty.

Additionally, acts of nature (including but not limited to wind, hurricanes, tornadoes, and storms) are not covered by this warranty. This warranty covers return freight of any warranted product only for the first year. This warranty gives you specific legal rights and you may have other rights which vary from state to state.

Wind Damage:

Treasure Garden highly recommends that no umbrella, regardless of size or weight, ever be left unattended in the open position. In windy conditions, it is further recommended that umbrellas be closed, removed from their base, and stored, or laid horizontally. This will reduce the risk of damage to your umbrella, furniture, and other belongings or property. To ensure stability of your umbrella, please observe proper placement, and use sufficient weight (base). This catalog contains minimum recommendations for necessary weight; but this can vary, depending on the conditions in your particular area.

WIND DAMAGE IS NOT COVERED UNDER OUR LIMITED WARRANTY.

Irregularities in Production Process:

The possibility of "Irregularities" in the product surface may occur during the production process. However, these irregularities do not reduce the quality of the product. Treasure Garden monitors every stage of production to ensure a clean and consistent appearance on every part.

Rust:

Rust is a natural part of the aging process of all Steel or Iron based materials and is therefore NOT considered a defect. Treasure Garden Cast Iron & Steel plate bases are designed to require minimum maintenance. Bases should be kept clean.

Do not let dirt build up on the bases. Cleaning with mild soap and water, and seasonal touch-up of any scratches, chips or occasional rust seepage from crevices or hidden, un-finishable surfaces inherent in some designs is all that is required. Touch Up paint in matching frame colors are available through your retail dealer. Never leave bases standing in water. To keep your bases looking their best, you may wish to store them when not in use for an extended period of time.

Seaside and Indoor Pool Usage:

CAUTION: Seaside and inside pool use, salt & chlorides can accumulate on the powder coat finish, leading to finish failure. Failure or neglect to make needed cleanings may cause paint to blister, and such failure will void limited warranty.

International Returns

If an item is found to be under warranty Treasure Garden shall only be responsible for ground shipping charges to the location of the product within the continental United States and Canada. Any duties, express, international or special shipping charges are at the expense of the retail dealer or consumer.

IMPORTANT RESTRICTION FOR TG PRODUCTS WARRANTY SERVICE:

Treasure Garden restricts warranty service for TG products to the country where Treasure Garden or its authorized TG retail Dealers originally sold the product.

NO RETURNS ON CUSTOM OR DESIGNER CANOPY STYLE UMBRELLAS.

THE SELLER DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY.