

# WARRANTY POLICY

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):**

### **Three (3) years:**

FLEX series

### **Two (2) years:**

Starlux AKZ Plus Cantilever style

AKZ Plus Cantilever styles

AG25T Cantilever styles

Easy Track styles

Shanghai Collar Tilt

TWIST style

Starlux Collar Tilt

Collar Tilt styles

Auto Tilt styles

Athens Base

Aurora Base

### **One (1) year:**

Starlux AKZ Plus Rechargeable Battery Pack

AG19A Cantilever style

Glide Tilt styles

Push Button Tilt styles

Quad Pulley Lift style

Umbrella Lights

Umbrella Bases and Accessories

Protective Furniture Covers

Outdoor Rugs

### **Limited Warranty Includes:**

Powder coated finish, 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.

**LIMITED WARRANTY Fabric (Furniture Grade):**

The following fabric lines have a limited warranty against fading for:

5 years – Sunbrella®/Outdura®/Tempotest® / Bliss

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 & 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, and any modification to product are not covered by this warranty. We will only warranty products which are properly secured to an adequate base or mounting system and adhere to our required base weight minimums.

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.

Closeout and promotional items sold by the dealer as is are not covered by this warranty.

**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). The Treasure

Garden catalog contains minimum recommendations for necessary weight for each style. Keep umbrella properly secured to umbrella base at all times. Thoroughly read and follow all provided instruction manuals.

**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 Pool Usage:**

CAUTION: Do not leave umbrella in pool for extended periods of time. It is recommended to remove the umbrella from pool and immediately clean after use. Seaside and in-pool use, salt & chlorides can accumulate on the powder coat finish, leading to finish failure. Failure to do so will void limited warranty.

**NO RETURNS ON CUSTOM, VALANCE OR DESIGNER COVER STYLE UMBRELLAS.**

THE SELLER DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY.

# FABRIC CARE AND MAINTENANCE

## GENERAL INFORMATION

**100% Solution-Dyed Acrylic Fabrics: Grade A+ / A Limited warranty: 5 years against fading**

**100% Solution-Dyed Polyester Fabrics: Grade C (Our exclusive 4800 series) Limited warranty: 4 years against fading**

**MOST STAINS ON SOLUTION-DYED FABRICS CAN BE CLEANED UP WITH TREASURE GARDEN'S UPHOLSTERY & FABRIC CLEANER (TGC-UFC-32) OR A NATURAL MILD SOAP AND WATER SOLUTION.** Solution-Dyed fabrics should be cleaned regularly before substances such as dirt, etc., are allowed to accumulate on and become embedded in the fabric. The fabric can be cleaned without being removed from the umbrella. Simply brush off any loose dirt, etc., clean with warm water (no more than 100° F) and a cleaner such as our Upholstery & Fabric Cleaner (TGC-UFC-32) or a mild natural soap. Rinse thoroughly to remove cleaner. It may be necessary to re-apply a water repellent treatment, such as our Upholstery & Fabric Protector (TGC-UFP-32). When washing or cleaning, **DO NOT SUBJECT TO EXCESSIVE HEAT** as the fabric will shrink. **DO NOT STEAM PRESS OR DRY IN ELECTRIC OR GAS DRYERS.** Allow fabric to air dry. In case Solution-Dyed fabrics are stored during the winter season, it should be cleaned, allowed to air dry and stored in a dry, well ventilated area. For stubborn stains, please see the stain cleaning chart below for more specific cleaning instructions.

## STAIN CLEANING CHART

<u>STAINS</u>	Recommended Cleaning Solutions	<u>STAINS</u>	Recommended Cleaning Solutions
BEER	• liquid detergent, white vinegar	MILDEW	• 1/2 cup of bleach and 1/4 cup natural soap per gallon of water
BERRY	• liquid detergent/ammonia (3-6% water)	MILK	• liquid detergent
BLOOD (dried)	• detergent/ammonia (3-6% water)	NAIL POLISH	• volatile solvent (acetone)
BUTTER	• volatile solvent (acetone)	OIL	• volatile solvent (acetone)
CHARCOAL, PENCIL MARKS	• vacuum, then liquid detergent	ORANGE DRINK	• liquid detergent, water
CATSUP OR MUSTARD	• liquid detergent	PAINT (latex) WET	• liquid detergent, water
CHEWING GUM	• volatile solvent (acetone)	PAINT (latex) DRIED	• paint, oil or grease remover
CHOCOLATE	• liquid detergent, ammonia water	PAINT (oil or lacquer)	• paint, oil or grease remover
COFFEE	• detergent, white vinegar • volatile solvent (acetone)	SHOE POLISH (liquid)	• volatile solvent (acetone)
COLA	• liquid detergent	SHOE POLISH (wax)	• apply heated iron over towel, • volatile solvent (acetone)
CRAYON	• paint, oil or grease remover	SUNTAN LOTION	• Pine Power or pine oil detergent
EGG (raw)	• liquid detergent	TEA	• liquid detergent
GRAPE JUICE	• liquid detergent (water)	TOMATO JUICE	• liquid detergent
GRAVY	• liquid detergent	TREE SAP	• turpentine, liquid detergent
GREASE	• volatile solvent (acetone)	URINE	• liquid detergent, white vinegar
INK	• paint remover, volatile solvent (acetone), detergent	VOMIT	• detergent, water, white vinegar
IRON RUST	• oxalic or citrus acids, water	WATER COLOR	• liquid detergent, water, white vinegar
LIPSTICK	• paint, oil or grease remover	WAX (candle)	• apply heated iron over towel, • volatile solvent (acetone)
MASCARA	• paint remover, volatile solvent (acetone), detergent	WINE	• liquid detergent/ammonia (3-6% water), white vinegar

### Protective Furniture Covers

**Limited warranty:** 1 year against fading and free of manufacturer's defects (stitching, elastics, velcro)

RhinoWeave fabric should be cleaned periodically with mild soap and water & scrub with soft brush. After cleaning, always rinse thoroughly with clean water and allow to air dry. **DO NOT USE BLEACH.**