

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)



Ten (10) years
Z-Plate Base



Four (4) years
Starlux AKZ Plus Cantilever styles
AKZ Plus Cantilever styles



Three (3) years
FLEX styles



Two (2) years
Arbor Cantilever styles
Easy Track styles
Shanghai Collar Tilt style
TWIST style
Starlux Collar Tilt style
Collar Tilt styles
Auto Tilt styles
Athens Base
Aurora Base



One (1) year
Starlux AKZ Plus Rechargeable Battery Pack
Horizon Cantilever style
Quad Pulley Lift style
SLIDE styles
Push Button Tilt styles
Umbrella Bases & Accessories
Umbrella Lights
Outdoor Rugs
Protective Furniture Covers

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.

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:

The following fabric lines have a limited warranty against fading for:
10 years - Sunbrella® Awning / TG Performance Awning
5 years - Sunbrella®/Outdura®/Tempotest® Furniture Grade
4 years - O'bravia® Furniture Grade

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, 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 personal injury, damage to your umbrella, furniture, and other belongings or property. To ensure stability of your umbrella, please observe proper placement, and use sufficient base weight. This catalog contains minimum recommendations for necessary weight for each style. Keep umbrella properly secured to an 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 the 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. 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/VALANCE UMBRELLAS.

THE SELLER DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY.