

Frequently Asked Questions

Q: How do I process a warranty claim?

A: Contact your dealer or place of purchase. The warranty begins at the product's date of purchase. If the item is still within the warranty period and has an issue covered by warranty, the dealer will file a warranty claim with Treasure Garden. From there, Treasure Garden will honor valid warranty claims by providing replacement parts, issuing return authorizations to repair, or replacing units at its discretion. Click [here](#) to download our Warranty and Guarantee.

Q: Where can I buy parts?

A: Contact your dealer or place of purchase. They will be able to help identify and order the replacement parts you need. You may also try www.casualfs.com, a third-party online dealer specializing in Treasure Garden repair parts.

Q: Where can I get my umbrella repaired?

A: Contact your dealer or place of purchase – their staff may be able to help with repairs.

Q: How do I clean my umbrella/canopy?

A: We strongly suggest doing routine maintenance on your products and storing them properly when not in use for an extended period. Brush off dirt and/or debris regularly. You may wash in cool water with mild soap, then allow to air dry. Do not expose to heat such as a dryer. Click [here](#) to download our Fabric Care and Cleaning Maintenance.

Q: Do you sell a patch kit for the canopy or protective covers?

A: We do not offer a patch kit, however for Sunbrella fabrics you may purchase up to 10 yards of our stocked Sunbrella fabrics through an authorized dealer. To locate an authorized dealer in your area, click [here](#).

Q: How do I store my umbrella in the winter?

A: We recommend using one of our Protective Furniture Covers to keep off dirt and debris. If storing indoors during the winter, it is best to store inside a box away from dirt and debris. When storing make sure nothing heavy is stacked on it, especially the canopy structure.

Q: Is my protective cover missing a storage pouch?

A: Most covers have a convenient storage pouch sewn onto the inside of the cover. Fold protective cover up to the size of the storage pouch. Make sure the storage pouch is on the outside of folded bundle. Fold protective cover into storage pouch inside-out. Use velcro closure to close the storage pouch.

Q: I need a replacement canopy, how do I know what size I have?

A: Contact your dealer or place of purchase and provide the model number located on your receipt. They will be able to suggest the proper canopy for your unit. If your receipt has been misplaced, you will want to provide your dealer with the rib measurements and a full view photo of the unit for them to assess what model you own. To see how to properly measure your umbrella, click [here](#).

Q: How do I identify what model I have?

A: Reference the instruction manual that came with your umbrella. The model name will be listed on the manual's cover. If you don't have the instruction manual, contact your dealer to help identify your model, or you can try to visually identify your umbrella by comparing it to other umbrellas on our website collection pages.

Q: My item is not on your website, can I still get a replacement canopy or frame?

A: Contact an authorized dealer for information. To locate an authorized dealer in your area, click [here](#).

Q: How do I register my umbrella?

A: We do not have a place where you can register your umbrella, please keep your receipt for any future warranty concerns.

Q: How do I store my umbrella in snowy conditions?

A: We highly recommend removing umbrella from base and store in a dry protected place. Properly fold canopy, tie string around canopy and cover umbrella with protective cover. Safely remove umbrella from base and store. This will prolong the life of your canopy and umbrella, and prevent any damages from occurring.

Q: What is the rod for that I received with my cantilever?

A: The rod is for your protective cover. Simply screw rods together and insert into slot of protective cover. Use rod in protective cover as a guide to reach up and over umbrella until covered. Pull on string and zip closed.

Q: What is the difference between the AKZP and AKZ?

A: The AKZP is our AKZ Plus Cantilever that features an infinite front to back and left to right tilt. The AKZ Cantilever only tilts left to right.

Q: I have a Treasure Garden umbrella, but I can't find my model on the website?

A: If your model is not on the website, it means that the model has been discontinued or it is a specialty item not available to all dealers.