

# Ask the EXPERT



## Understanding the Sunbrella® Warranty Expansion.

With Sunbrella Care Director Alan Rampey



By Alan Rampey

SUNBRELLA CARE DIRECTOR

Alan Rampey is the Director of the Sunbrella Care Team and has been with Glen Raven, Inc. since he joined in 1994 managing yarn manufacturing at the company's then-newly-built facility in Anderson, S.C. Rampey has worn many hats throughout his career with Glen Raven, all woven together by the common thread of his passion for people and providing second-to-none customer service. When he's not working with Glen Raven customers, Rampey enjoys spending time with his family, hunting, fishing and cycling, and is an avid Clemson Tiger fan.

To better serve our partners, consumers, and the industry as a whole, Sunbrella, a leader in the performance fabric space, is committed to continuous improvement and is proud to offer the industry's most comprehensive warranty with an expansion that now includes labor costs. To shed light on our enhanced warranty coverage and general warranty best practices, Alan Rampey, who leads our Sunbrella Care Team and is a resident warranty expert, has answers to key warranty questions.

### What's changed with the Sunbrella warranty?

Our enhanced warranty coverage now includes labor\* in all categories, including residential and commercial upholstery, and shade and marine applications, in select instances when replacement fabric may be needed. We're confident in our fabric offerings and this expanded warranty allows us to better support our partners, consumers and industry as a whole.

\*Up to \$40/yard on upholstery applications and up to \$65/yard for shade and marine applications.

### What hasn't changed with the Sunbrella warranty?

While we've enhanced our coverage with the addition of labor costs, the primary elements of all Sunbrella warranties remain unchanged. Our shade and marine warranties still protect against fabrics becoming unserviceable due to loss of color and strength from normal usage and exposure, including sunlight, mildew and atmospheric chemicals. And, as always, our Sunbrella Care Team is here to help our partners navigate any challenge, even outside of our own products or areas of coverage. If we don't know the answer, we'll work to find it, or connect you with someone who does.

## [ Fast Fact ]

Beginning January 1, 2021, Sunbrella Shade, Marine, and Upholstery Warranty Now Covers Labor Costs.

These warranty enhancements are retroactive. This includes any product purchased within the entire warranty period. Ex. If you bought a Sunbrella Shade product three years ago and the claim is submitted after the effective date, the new coverage applies.

### Why is care & cleaning important when it comes to the warranty?

Routine care and cleaning of any application is paramount to keeping it serviceable and central to helping identify whether a claim is valid or an application simply needs a good cleaning. As such, educating consumers about proper care and maintenance of our products is essential.

Our Care to the Trade app is a great tool for accessing and sharing care and cleaning guides and other resources. Our website is also another fundamental resource to share with consumers. And when in doubt, we're here to help.



Scan to Download  
THE SUNBRELLA® CARE TO THE TRADE APP

### We're here to help:

If you aren't sure if an issue is under warranty or have other questions, call us. We are here for you and your customers, and ready to help however we can. Family-owned Glen Raven®, and by extension, Sunbrella, lives by its values of integrity, fairness, and loyalty. I've been blessed to be here nearly 30 years and the Golden Rule still prevails. I live it and the people around me live it. Because at the end of the day, we stand behind our products, and we stand behind our partners. Now, and always.

*Alan Rampey*

### What's needed to file a claim?

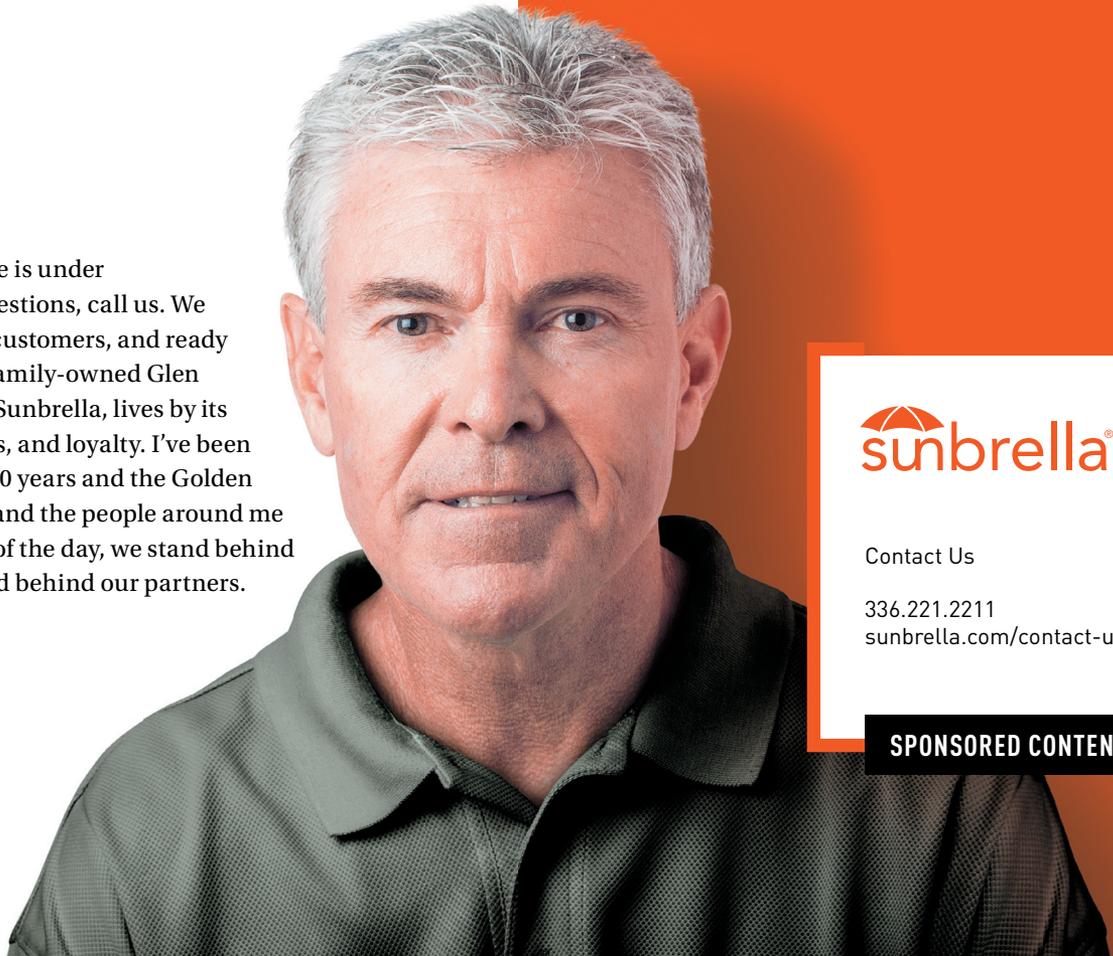
To expedite warranty claims, claimants should have the following information.\*

- Install date
- Fabric style & yardage
- Invoice or receipt
- Roll case number, if available
- Style numbers

### Breakdown of Associated Costs:

- Labor rates
- Hours

\*We recognize that consumers may not have some of this information and we're here to help. The last item is especially valuable and required for the addition of labor costs to our warranty coverage. We rely on our partners and claimants to help us determine the exact amount needed (up to \$40/yard for upholstery, \$65/yard for shade and marine) to cover issues.



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