

Ask the EXPERT



By Brandon Hughes

SUNBRELLA CARE
SERVICE MANAGER

Brandon began his journey at Glen Raven in 1993 working as a fabric lab technician. He joined the Sunbrella Care Team soon after and has spent the time since supporting customers with his expert knowledge to ensure a great experience with Sunbrella fabrics. He brings the Sunbrella core values to life by providing the highest level of service. When he's not working with customers, Brandon enjoys spending time with his family, camping and traveling to new places.



Get to Know the Sunbrella® Care Team

With Brandon Hughes, Sunbrella Care Service Manager

As part of our commitment to provide the highest quality fabric and service, Sunbrella has a team of experts dedicated to going the extra mile to support partners with any inquiry they may have. With more than 25 years of experience, Sunbrella Care Team member Brandon Hughes shares more about who the team is and what they can do for you.

What is the Sunbrella Care Team?

The Sunbrella Care Team helps our partners and end consumers care for, understand and enjoy their Sunbrella products. Our group of seven specialized team members each has their own set of skills and experiences, tallying nearly 100 years of combined experience. The team includes members with weaving experience, lab backgrounds, inspection history and more, and works to provide 1:1 support on anything from a basic cleaning question to questions on how to recycle fabric with Recycle My Sunbrella.

Why was the Sunbrella Care Team created?

Building on our five-star customer service team, the Sunbrella Care Team was created with a core purpose of providing extra support and making sure that no claim or inquiry is left unanswered. If we don't already know the answer, we will do everything we can to find a solution—because we believe it's the right thing to do. And that's our promise to you.

How can the Sunbrella Care Team support my business?

Whatever you come across, you can count on us to care and to help you find a solution. We've done it all, whether flying out to a hotel to demonstrate stain removal, providing technical information for a fire marshal or troubleshooting with an end consumer, we are here to help you get the answers and support you need. We are also here to be your advocate. We maintain statistics and qualitative feedback that's shared throughout our organization so that we can serve as the voice of our customer and continue to raise the bar for top-performing fabrics.

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careteam@sunbrella.com

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