

## **FAQ about shopping on our site!**

1. [What is the fastest way to get an order processed?](#)
2. [Do all your umbrella colors match each other?](#)
3. [Do you have to register to order on your site?](#)
4. [How can I pay for my order?](#)
5. [Worried about placing an order online?](#)
6. [Why isn't the color I want showing up in the shopping cart?](#)
7. [I don't want to place my order online, what are my options?](#)
8. [How do I get tracking information for my order?](#)
9. [How do I set up an account for regular purchasing on your site?](#)
10. [How do I measure my umbrella for a Canvas Replacement?](#)
11. [Do you carry replacement parts for umbrellas?](#)

1. *First and foremost we want to point out that we are a web-based company and it will always be our first priority. Orders that come through on the web are processed as fast as we can and all other functions are secondary. So if you want an order to go out "RIGHT AWAY", we highly recommend placing your order on the web, then, we'll try our best to get it on a UPS truck within the next 1-24 hours.*
2. *We carry umbrellas from 2 different manufacturers and their pole finishes and canvases are different. Please take note when ordering multiple sizes, and know we'd be happy to answer any questions you might have.*
3. *You can order on our secure site whether you are a registered user or a guest.*
4. *After completing your billing and shipping information, you will come to the payment page. There are 3 options for payment on this page. a. You can choose to pay by Visa, MasterCard, Discover or American Express. Please enter required info and hit the button that says "Place Order". b. Or you can choose to pay by PayPal. Disregard CC info and choose to pay with your PayPal Account. This will take you to a place where you can log in and access your PayPal Account and complete the payment. c. Or you can choose to pay by check. d. It's important to note that we ship out orders once the payment is received.*
5. *Our website is very secure and we have gone to great lengths to make sure you won't receive any junk mail, other than mail associated with your orders placed on the site. We do offer a quarterly newsletter where we will offer specials from time to time. This would be the only "junk" type mail we send and you have to "request" to be on the newsletter list in order to receive it.*
6. *Please note if the color is not available in the shopping cart, the odds are that we are out of stock on that color. If you'd like to know when that color will be available we recommend an email to [brian@mjjsales.com](mailto:brian@mjjsales.com) He can put your email*

*into a file and let you know when we receive new inventory.*

- 7. Fax orders are the only other way we will accept an order. Please note depending on the season, this can take 1-3 EXTRA processing days. We will take your fax and put your order into the computer, much like you would from your home or office on a first come-first served basis. And then we shred your fax. We have discontinued taking phone orders for various reasons. It was how we made the majority of our mistakes, and it takes away from getting orders out in an expedited fashion.*
- 8. It's best to send an email to [brian@mjjsales.com](mailto:brian@mjjsales.com) for tracking information.*
- 9. If you are a Company that plans on buying umbrellas on a regular basis, please email [fred@mjjsales.com](mailto:fred@mjjsales.com) to outline your needs. We do have some companies that purchase \$1000 per year and some that purchase \$30K+ annually.*
- 10. One of the biggest questions we get is "how do we measure our umbrella for a canvas replacement?" We carry replacements that fit our frames and are intended for our customers who purchased their umbrellas from us. We clearly post the rib sizes and number of ribs that our umbrellas have, but we can't guarantee a fit if you didn't buy the umbrella from us.*
- 11. We don't carry replacement parts for umbrellas. If you are a former customer and can provide an invoice or we are able to look up your old order, we will see if we have anything in the warehouse to help. These requests will only be accommodated via email and will take a few days to respond. Please write to [fred@mjjsales.com](mailto:fred@mjjsales.com)*