

Paragon Casual Care & Maintenance

Paragon Casual Furniture is designed with minimal maintenance in mind. Metal frames should be kept clean; do not let dirt build on the metal frames. Regular soap and water is recommended. Seasonal touch-up of any scratches, chips or occasional rust seepage (from crevices and hidden, unfinishable surfaces inherent in some ornate designs) is all that is required. Touch-up paint can be obtained from Paragon Casual. Chemicals such as harsh detergents and strong bleach should not be used. To keep your furniture looking its best, you may wish to store or cover your furniture when not in use for an extended period of time. When storing your metal furniture, please be sure and drain any water out of the frames. This may require turning the frame upside down or on its side. Failure to properly drain your furniture may result in freeze damage.

Mosaic Stone Tops: Regular cleaning and periodic resealing is required to maintain the beauty of the natural stone top. All of our natural stone tops come pre-sealed, but they should be resealed with exterior natural stone enhancer or sealer at least twice a year. Resealing upon opening the original package may be required due to the nature of sealer disintegration over time. Resealing and renewing the finish on our Mosaic Stone Tops prevents the loss of luster, which is a sign that the moisture barrier of the table top requires attention. In addition, you may notice areas on the table chipping, which is a natural and normal occurrence for slate and travertine. Or, you may notice a small area where grout may need to be replaced. This is not an indication of manufacturing defect, but is a natural sign of wear and usage. Grout may be obtained from Paragon Casual. Natural stone enhancer or sealer products can be purchased at most hardware stores and home centers. Always follow the sealer manufacturer's instructions. (We recommend Aqua Mix Enrich 'N Seal which is available online but any outdoor natural stone sealer works well) Spills and stains should be wiped up and cleaned immediately. Chemicals such as harsh detergents and strong bleach should not be used. When storing your furniture, please be sure all surfaces are clean and dry. Failure to properly prepare your furniture for storage may result in freeze damage._____

Cushion: Paragon Casual offers Sunbrella Fabrics. Classic Cushions, our cushion partner, offers Sunbrella, as well as other quality 100% solution-dyed acrylics or acrylic/polyester blended fabrics, along with the finest outdoor foam and fiber fillings. One of the best ways to keep outdoor fabrics looking good and to delay deep or vigorous cleaning is to properly maintain the fabrics. This can be accomplished by simply brushing off dirt before it becomes embedded in the fabrics, wiping up or spot cleaning spills as soon as they occur. Do not dry-clean or use home/commercial laundry machines or dryers on your cushions/fabric. View the Sunbrella fabric stain chart for recommended cleaning solutions. (<http://www.sunbrella.com/cleaning/stain-chart.php>) The application of any type fabric treatment to a cushion is not recommended and may void the fabric warranty. Most fabrics

already have a treatment woven into the threads of the fabric and the use of additional treatment to cushions/fabrics may have a negative effect on the fabric. There are some suntan lotions that maybe be damaging to your cushions/fabrics. To avoid staining these surfaces, DO NOT allow this type of product to come in contact with your cushions/fabrics. Water resistant fabrics shed water because of their weave or because they have been treated. However, they will soak through in a heavy rain. Stand cushions on end and allow them to drain and drip dry. _____

Fire Pits: Follow cleaning instructions listed for the frame of your fire pit. If your unit has not been used for a period of time, visually inspect the burner pan for standing water as it will affect the ignition of your fire pit. Inspect the igniter and intake valve of your fire pit before use for insects, nests, or any signs of spider webs. The Intake valve and burner are great places for small insects seeking shelter. Gas blockage from spider webs, nests or insects laying eggs in the burner or intake valve are known to create continuous or uneven air flow problems while burning or even create “flashback” problems. These nests can obstruct the gas flow which can back-up and ignite a flashback which can damage your fire pit, property, and injure a person. There are three ways to clean the intake valve and burner: • Bend a stiff wire (a light weight coat hanger with a small hook), insert it into the “Air Intake” port as far in as possible two to three times to make sure the blockage is clear. • Use a narrow bristle brush with a flexible handle and follow the steps above. • Wear Eye Protection: Use an air hose to force air into the intake valve to clear out the blockage

Paragon Casual Warranty

Cast & Tubular Aluminum

Paragon Casual offers a 10-year Limited warranty on its frames for *Residential use and 3-year warranty for **Commercial use. Paragon also covers its finish with a 3-year Warranty for *Residential use and 2-year warranty on **Commercial use, beginning at the time from initial purchase. This warrants to the original purchaser that our cast and tubular aluminum furniture is free from defects in material and workmanship. If the frame of our cast and tubular aluminum furniture fails within the period outlined above, (i.e. broken frame, castings, and welds within the warranty period specified from the initial date of purchase; or should the finish peel or blister within the warranty period) Paragon Casual will replace or repair the frame, part, or entire item. If the original style or finish is no longer available, Paragon Casual will substitute product of equal value in a similar style or finish. Paragon Casual reserves the right to repair or replace defective merchandise at its discretion. This warranty does not cover damage caused by ordinary wear and tear, fading, accident, acts of nature, mildew, misuse and shipping. Cracks to the paint surfaces of our frames due to frozen water entering the internal portions of tubular designs are also not covered. Improper assembly, cleaning with harsh chemicals and prolonged exposure to oils and lotions are not covered causes. Damage caused by water deposits and calcium mineral buildup in regional water conditions will not be covered by this warranty.

Wrought Iron

Paragon Casual warrants to the original purchaser that our wrought iron furniture is free from defects in material and workmanship. We warranty our frames for a period of ten (10) years for *Residential use, and three (3) years for **Commercial use from the date of original purchase. Finishes are warranted for a period of three (3) years for *Residential use and (2) years **Commercial use, beginning at the time from initial purchase. If the frame of Paragon Casual wrought iron furniture fails within the period outlined above, Paragon Casual will at its option, replace or repair the frame, part, or entire item. If the original style or finish is no longer available, Paragon Casual will substitute product of equal value in a similar style or finish. Rusting and oxidation due to scratches or chips on otherwise painted areas are not covered by this warranty. Occasional rust seepage from crevices and hidden unfinished surfaces are inherent in some ornate wrought iron designs; this occurrence is considered a care and maintenance item and not a finish failure. To retain the limited warranty, regular care and maintenance is required. Extra care and maintenance is required in coastal areas. Paragon Casual reserves the right to repair or replace defective merchandise at its discretion._____

Mosaic Stone Tops

Paragon Casual warrants to the original purchaser that our Mosaic Stone Tops are free from defects in material and workmanship for a period of two (2) years for residential use. This limited manufacturer warranty on our Mosaic Stone covers against adhesive failure and cracking of the grout. As Paragon Casual Mosaic Stone tops are made of true travertine, marble and slate--chipping, cracking, and delamination occurs naturally. **Please note that upon opening the original packaging of our mosaic stone tops, resealing is required due to the disintegration of sealer over time.** Failure to follow these guidelines may void warranty coverage. Paragon Casual reserves the right to repair or replace defective merchandise at its discretion.

One-Year Limited Warranty on Component parts, Fire Pits and Cushions

Paragon Casual will replace component parts at our discretion such as glides, cushions, fire pits, etc. from failure that can be attributed to manufacturing defects for a period of up to one year from the date of original purchase under normal use and with proper maintenance. Regular maintenance must be exercised on fire pits. Loss of firmness with extended use is inherent to cushioned products and is not considered a failure. This limited warranty does not cover damaged caused due to ordinary wear, freeze damage, fading, acts from accidents, acts of nature, mildew, misuse and mishandling, shipping, the application of suntan lotion, and incorrect installation either by the dealer or customer.

***Residential Use is defined as a consumer's personal home use.**

****Commercial Use is defined as areas open and available to public locations i.e. restaurants, hotels, country clubs, common areas of condominiums, etc.**

Claim Procedure

To initiate the warranty claim process, please contact the original purchaser within the relevant warrant period, and provide a copy of your detailed receipt as proof of purchase. All warranty issues must be handled through the original purchaser. Pictures of warranty

claim products must be provided to Paragon Casual or its authorized representative. Both proof of purchase and return goods authorization are necessary. All goods must be inspected by an authorized Paragon Casual representative. If an authorized representative is not available, the merchandise may be returned to Paragon Casual for inspection at customer's expense. Upon completion of inspection, Paragon Casual shall make the determination as to the disposition of all claims. Paragon Casual reserves the right to supply parts, repair, replace or issue credit. Field destroying all claimed items is mandatory upon the completion of the claim process. Paragon Casual is not responsible for any other costs (consequential or incidental) damaged as a result from any defect in the product._____

Not Covered Under Warranty

This limited warranty does not apply to any damage caused by shipping, accidents, fading, staining, natural weathering, misuse, alterations or repairs. No other person is authorized to assume liability on behalf of Paragon Casual. In no event shall Paragon be liable for any contributory or subsequent damage to other products used independently or in conjunction with Paragon Casual products.

Other non-covered causes:

- Any failure caused by unreasonable use or abuse.
- Rust seepage or bleeding from crevices or hidden, non-finished surfaces inherent in some ornate wrought iron designs
- Rusting and/or oxidation of frames resulting from exposed metals that have been scratched, chipped or not maintained as outlined in the care and maintenance instructions
- Natural fading or discoloration of fabrics or natural stone beyond warranty period
- C.O.M. fabrics (customer's own material)
- Normal fading of frame finish
- Accidental damage (including fire, wind or other acts of God)
- Permanent stains caused by lotions, oils, or other substances
- Hard-water deposits or calcium build-up due to minerals found in regional water supplies
- Table tops or bases installed or used with other manufacturer's table bases, table, or stone tops, or incorrect installation of the base to the table top
- Items that are repaired, refinished or otherwise modified by any person or entity other than Paragon Casual

Regular maintenance must be exercised as set forth in the care instructions.

This warranty is effective as of June 2016, and represents exclusive remedy with respect to the defects in purchased items. This warranty supersedes any other express warranty or statement, written or oral made in connection with the purchase and sale of such items. This warranty provides specific legal rights, though the purchaser may also have other legal rights granted by his state of residence

