

We create inspiring furniture for learning spaces.

Paragon Warranty & Terms

Paragon furniture, Inc. ("Paragon") provides a **Limited Lifetime Structural Warranty** against defects in materials and workmanship under normal use and care for as long as the **original purchaser** owns and uses the product.

Normal use is defined as a single-shift, 40-hour work week.

**"Limited Lifetime" is defined as twelve (12) years, representing the typical lifecycle of educational furniture, the normal matriculation period of student.*

1. Warranty Overview

Under the Paragon® Limited Lifetime Warranty, and subject to the limitations and exclusions below, Paragon reserves the right, at its sole discretion, to inspect, replace, or repair defective products or components with comparable items free of charge, or to issue credit up to the invoice value of the product.

1. Labor, service, or shipping costs related to warranty claims are **not covered**.
2. All incidental or consequential damages (including lost profits, property damage, or third-party liabilities) are **expressly excluded**.
3. Paragon is not responsible for incompatibility of furniture with customer flooring or other property.

This warranty applies only to **original purchasers from authorized Paragon® dealers** and is not assignable.

Governing law: **State of Texas**.

2. Limitations: Use & Care

Warranty coverages applies only to:

1. **Normal, single-shift use**.
2. **Proper care and maintenance** of all materials per manufacturer instructions.

Materials and finish notes:

1. **Laminates, hardwoods, and whiteboard surfaces** are subject to denting, scratching, or bowing from normal use ("usual wear and tear").
2. Surfaces may discolor or degrade if exposed to **heat or chemicals**.

3. **Soft seating foam and fabric** may stretch, soften, or flatten as a result of normal use and aging.
4. **Color and texture variations** in natural materials, paints, or laminates are inherent and not considered defects.
5. Paragon® products are **not warranted for outdoor use**.

3. Warranty Periods by Coverage Level

Coverage Level	Products / Components
Limited Lifetime (12 years)	Chair, desk & table frames: Work surfaces; A&D READY® and EMOJI® seating (plastic seat, back, and components); Soft seating (MOTIV®, BLENDER®, and comparable lounge products)
5 Years	High-use items such as casters, glides, tablet arms, ganging mechanics, and plastic/metal accents.
1 Year	Pneumatic desk & chair lifts; Electrical components; Mechanical parts (drawer & door mechanics)
As Specified by Material Manufacturer	Whiteboard & hardware materials; Textiles; Electronics (TVs, switches, and related accessories). We cannot warrant upholsteries beyond the stated warranty provided by the specific upholstery supplier for that specific material.

4. Warranty Exclusions

This warranty does **not** cover:

1. Misuse, abuse, negligence, or failure to follow installation/use instructions.
2. Cosmetic damage (including movement while brakes are engaged)
3. Use outside intended or specific applications.
4. Non-standard parts, custom sizes, or special-color products.
5. Unauthorized service, alteration, or use of non-Paragon parts.
6. Freight, installer, or handling damage.
7. Acts of God, vandalism, or other external sources.
8. Damage from electrical power issues or peripheral equipment.
9. Abnormal atmospheric or environmental conditions (e.g., excessive moisture or rust)
10. Normal wear and tear expected through ownership.
11. Natural variations in color, texture, or grain of materials.
12. Improper care, cleaning, or maintenance.
13. "Ghosting" or indentations on whiteboards due to incorrect markers or pads.
14. Customer's Own Materials (COM) performance attributes.
15. Consequential damages, including lost profits or property incompatibility.
16. Damage from contact between seating and work surfaces or vice versa.
17. COM fabric specified and purchased by the dealer, designer or end user.

All warranty claims are subject to **Paragon-approved inspection**.
Disputed may require **independent third-party evaluation**.

5. Variations from Web Images, Samples or Printed Literature

Because Paragon® products are often made to order, **slight variations** in color, finish, or materials may occur over time.

These are not considered defects. Furniture will not be repaired or replaced solely because it differs slightly from web images, samples or printed depictions.

6. Discontinued Products

Discontinued products are warranted for the longer of:

1. **Two years** from the date of discontinuation, or
2. **Five years** from the date of purchase.


Product discontinuations will be reflected on our annual price list. Orders will be fulfilled until materials are no longer available.

If replacement components or comparable items are unavailable, Paragon may **rebate the invoice cost** based on **MACRS depreciation rates** (IRS GDS guidelines for office furniture).

7. Making a Warranty Claim

Warranty claims must be filed through your **Paragon® Dealer**, who will assist with evaluation and resolution.

If you are unsure of your dealer, contact:

 **800-451-8546**

 servicerequest@paragoninc.com

Paragon pledges to review all claims promptly and resolve issues within the terms of this warranty.

Paragon reserves the right to update warranty terms at any time. The latest version is available at www.paragoninc.com

8. Care & Maintenance Notice

To maintain safety and performance:

1. Clean using **mild soap and water** only, avoid harsh cleaners or abrasives.
2. Inspect furniture **at least annually** for
 1. Loose or missing fasteners.
 2. Metal fatigue, rust or cracked welds.
 3. Instability or tripping hazards.
3. Removed damaged or unstable furniture from service immediately.
4. Perform repairs only with **factory-authorized parts and methods**.

For maintenance or repair support, contact your Paragon dealer or Customer Service.

9. Legal Terms & Jurisdiction

This agreement is governed by the **laws of the State of Texas**.

Any legal action arising from this warranty or sale must be filed exclusively in:

1. The **Federal District court for the Eastern District of Texas** (if diversity of federal question jurisdiction applies), or
2. The **State Courts of Texas Collin County** (for all other cases).

Both parties waive any objection to venue or claims of inconvenient forum.

Service by mail constitutes effective service of process.

Effective Date: December 2025