



## PARAFLEX LIMITED WARRANTY CONDITIONS

### Wind Related Issues

Paraflex Umbrellas are rated for use in up to 25mph wind (locked in horizontal position) under normal conditions. In tilted position the umbrella will catch the wind, and are therefore rated at half the above wind speed. Note that WIND IS NEVER A CONSTANT FORCE, and wind gusts can be twice the average wind speed. It is therefore always recommended to remove the umbrella from the holder during the night, and whenever they are unattended for extended periods of time. Umbrellas must also be closed in the event of heavy rain, thunderstorms, hail or any other severe weather conditions. **Damage due to severe weather conditions or improper use is explicitly excluded from warranty coverage.**

### Warranty on Metal, Plastic and Aluminum parts

Umbrosa NV warrants to the consumer that Paraflex product is free from manufacturer defects in material or workmanship for **a period of three (3) years** from the date of original purchase when used in compliance with directions as outlined in the manufacturer's instructions, which includes reasonable and necessary maintenance by the consumer. Failure to follow the given assembly, maintenance and care instructions may void your product warranty.

**In case of manufacturing defects in material or workmanship, Umbrosa NV, agrees to, at their discretion, send the replacement part for all defect parts.**

### Warranty on Sunbrella Fabric and Texsilk Fabric

Fabric should be cleaned regularly before substances such as dirt, soot, roof particles, etc are allowed to accumulate and become embedded in the fabric. The fabric can be easily cleaned without being removed from the umbrella, simply brush of any loose dirt particles. Hose down and clean with a mild solution of natural soap in lukewarm water (no more than 100°F/35°C). Rinse thoroughly to remove soap. Open the umbrella and allow to air dry.

At the end of the season, the umbrella cover should be thoroughly washed. Strictly follow washing instructions indicated above.

Never store the umbrella in damp condition. Make sure the fabric is absolutely dry when putting into winter storage. Consider using the optional Paraflex PROTECTION COVER to reduce required cleaning and to extend the life of your umbrella's fabric.

There is a **3 year limited warranty on the integrity of the fabric, including degradation and UV resistance (decolouration).**

The following items are **excluded from the warranty**: breakage of the zipper and loosening of the seems.

**Umbrosa NV**  
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Belgium

# SHADESCAPES USA

Exclusive North American & Caribbean Distributor of Paraflex Umbrellas

Buyers should read all information below prior to receiving their Paraflex umbrellas. If you are a dealer or are specifying this product for a client, it is very important that the statements below and the warranty on the prior page are forwarded to the end user of the umbrellas prior to shipment delivery:

## DAMAGE CLAIMS

Claims made for damage to goods while in transit should be initiated with ShadeScapes USA within 5 days of receipt of product. Photographs of the damaged packaging and/or concealed damages must be provided to aid in the claims process. A full inspection of your goods upon delivery will dramatically aid in the claims process. In the event that notice of damage is not given within 5 days your claim may be denied. ShadeScapes USA is here to assist you in a smooth claims process.

\*\*If possible, please also note any damage to the packaging or the goods at the time of delivery.

## READ YOUR INSTRUCTIONS THOROUGHLY BEFORE INSTALLING, ASSEMBLING OR OPERATING YOUR PARAFLEX UMBRELLA.

Detailed installation and operating instructions are found in each Paraflex component box. ShadeScapes USA cannot stress enough how important it is that users thoroughly review these instructions prior to installing the installation fitting, and then again before assembling and operating the Paraflex umbrella.

Please be advised that the Paraflex warranty does not cover damage caused by incorrect installation, wind, or wrongful use of the product. Read all instructions carefully to properly install and operate your Paraflex umbrella. All users must be properly trained in operation and wind guidelines. Once installed, apply COMMON SENSE wind guidelines: If it is too windy to be outside enjoying the day under the umbrella, it is always best to lower the canopy, and also best to keep the canopy lowered at all times when unattended. See the Paraflex instructions in each component box for more details on each component. See the Paraflex warranty statement on the reverse side of this document for manufacturer's warranty details.



# SHADESCAPES USA

Umbrosa NV is the manufacturer of the Paraflex® brand of umbrellas.

ShadeScapes USA is the exclusive distributor for the Paraflex brand of umbrellas in North America and the Caribbean. ShadeScapes USA is an agent for Paraflex umbrellas sold to Mexico, South American and Central America. All damage claims should be sent to [customerservice@shadescapesusa.com](mailto:customerservice@shadescapesusa.com).



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