



5 Year "Accidents Happen" Upholstery & Leather Warranty

We value how exciting your investment in a new piece of furniture is!

We also value that Accidents Happen!

Introducing Simone & Ivy's Diamond Kote 5 Year Protection Plan against most accidental stains, burns, rips & tears so you can enjoy your new furnishings with peace of mind.

Diamond Kote 5 Year Protection Plan

Q & A

What type of damage is covered under the plan?

- Food & beverage spills and stains
- Stains from human or pet bodily fluids
- Oil based stains
- Facial Cosmetics
- Accidental rips, punctures and tears
- Burns

What type of damage is not covered under the plan?

- Color transfer from clothing or newspaper
- Orange drinks
- Felt markers
- Bleach, paint
- Chewing gum
- Nail polish and nail polish remover
- Build up of perspiration and body or hair oils
- Non-approved cleaning products
- Damage caused by pets (other than stains)
- X coded fabrics (vacuum only fabrics)
- Floor models or commercial use furniture
- Structural or foam issues
- Cracking and peeling of leather products
- Seam separation

Which Simone & Ivy furniture is covered?

All fabric and leather living room furniture and fabric and leather dining room chairs/stools are eligible for our Diamond Kote Protection Plan.

Which Simone & Ivy furniture is not covered?

Beds, floor models and furniture purchased for commercial use is not covered by our Diamond Kote Protection Plan.

How long is my furniture covered?

Furniture is covered for 5 years (60 months) from the date of delivery/pick up.

Do I need to use Diamond Kote Leather Conditioner?

Yes. Diamond Kote Leather Conditioner must be applied over the entire surface of your leather furniture at least once per year. You are given a bottle of this conditioner when you purchase your protection plan and it really works! It will help keep your leather furniture looking its best.

Do I need to keep my sales order/receipt?

Yes. You may be asked to provide proof of purchase when you make a claim. If you can not find your sales order or receipt, call Simone & Ivy @ 587-805-2414 and we will help you!

How do I find my Diamond Kote Protection Plan Warranty Number?

Your warranty number will be emailed to you upon delivery or pick up of your furniture. If you can not find your Warranty Plan Number, call Simone & Ivy 587-805-2414 and we will help you!

How many claims can I submit?

Your protection plan covers repairs up to the original purchase value of each piece. Once repairs or stain removal services exceed the original purchase price, the coverage is void for that piece of furniture.

Is the Protection Plan Transferable?

No. If a covered piece of furniture is sold, the protection plan is void.

What happens if my furnishing gets damaged/stained?

Call Diamond Kote at 1-800-663-1708 for advice on how to properly clean the stain. Most stains can be removed with direction from a Diamond Kote Call Representative and the cleaning product you receive when you purchase your Diamond Kote Protection Plan.

If the stain can not be removed and repair is required, an authorized technician will be dispatched to remove the stain or repair your furniture. There is no deductible required when making a claim.

Diamond Kote Protection Plan

Accent /Dining Chair	\$49.00
Loveseat/Sofa	\$79.00
Sectional	\$99.00
Leather Conditioner	\$19.00
Stain/Spot Remover	\$19.00