

ELIGIBILITY CONDITIONS

The description of the covered furniture must appear on the original purchase invoice. The covered furniture must never have been stained prior to or during delivery.

OBLIGATIONS

SPP reserves the right that in the event that a stain cannot be removed or the furniture requires repairs which are more costly than the original value of the item, to replace the damaged fabric or the furniture with a similar product of equal quality. The maximum liability of the Plan (the combined value of all repairs, credit, replacement cost and delivery) will not exceed the purchase price of the original furniture as stated on the invoice.

Once a product has been replaced, SPP's total obligations under this Plan will have been fulfilled and the Plan will become void; if this Plan covers several items, the other items will remain covered under this Plan. The dealer is responsible for providing to the consumer the applicable Furniture Care Kit(s). Should the dealer not provide the Kit(s), SPP reserves the right to automatically terminate the present Plan.

EXCLUSIONS

The following damages, parts and costs are excluded under the terms of this Plan:

- A) Alterations in shade or damages following storage, transportation or sun exposure.
- B) Discoloration of upholstery material after cleaning or simple exposure to water.
- C) Loss or breakage resulting from external causes such as a collision, inadequate climate conditions, fire or flooding, use of products not recommended by the manufacturer or neglect of the manufacturer recommended maintenance program.
- D) Faulty or inadequate wiring or connections.
- E) Parts covered by the manufacturer's warranty.
- F) Sofa-bed mattresses.
- G) Parts or accessories that are normally designed to be replaced periodically by the Plan owner during the life of the product such as light bulbs, fuses and batteries.
- H) Glass and plastic.
- I) Remote controls and integrated electronic components except when covered under the Gold Electric program.
- J) Scratches and accumulation of dirt and/or corrosion, sebum and odours.
- K) Unnecessary service calls, misuse and/or deliberate abuse, scratches and normal wear.
- L) Defects or breakage caused by treatments other than those applied or suggested by the manufacturer, discoloration, yellowing, or the deterioration of appearance.
- M) Related damages or delay necessary to carry out the service under the terms of this Plan, as well as loss of use and/or income while the product is retained in the service centre while waiting for the arrival of replacement upholstery material.

- N) Repairs unauthorized by SPP or repairs done by an unauthorized repair centre.
- O) Cleaning or replacement of the pair or set or upholstered furniture pieces purchased at the same time as the stained or damaged item.

PROCEDURES FOR THE EXECUTION OF THE PROTECTION PLAN

PROTECTION AGAINST ACCIDENTAL STAINS: In the event of staining, it is important to react as quickly as possible. Gently clean the stained surface as per the manufacturer's recommendations. Should the stain still be present, use the cleaner you received with your purchase and follow the instructions on the bottle. If the stain is still present, please contact 1.888.484.9137 within fourteen (14) days following the stain onset. Make sure to have your invoice and warranty number handy. SPP will send an authorized technician free of charge to clean the stained surface only. Should the technician be unable to remove the stain, SPP will repair or replace, at its sole discretion, the stained surface. SPP reserves the right to replace the item should the fabric no longer be available or should it be too costly to repair the item. This repair or replacement applies solely to the damaged item.

PROTECTION AGAINST ACCIDENTAL DAMAGE AND MANUFACTURER'S DEFECTS: Please contact 1.888.484.9137 within fourteen (14) days following the discovery of the defect. SPP will send an authorized technician free of charge to repair the damaged furniture only. Should the technician be unable to repair the furniture, SPP will replace the damaged furniture. The client may then select an item of equal value to the original item and subject to the maximum liability of the Plan. This replacement applies solely to the damaged item(s).

GENERAL PROVISIONS

If In-Home service is not available from an authorized repair centre in the area where the plan holder resides, the Plan holder is responsible for transporting the covered product to the nearest authorized repair centre.

SPP will not be held responsible for the manufacturer's decision to discontinue furniture or for shade, dye lot, or finish variations. In the event that SPP decides to replace the covered product its sole liability will be to make available a comparable feature product of current production or offer a credit redeemable at the dealer that sold the original product and according to the limit of this Plan. Service will be provided during normal business hours.

If no fault is found or if the repairs are denied by SPP, the Plan holder is responsible for reimbursing to SPP any and all incurred costs without which the benefits of the Plan will be suspended until said payment is received. The duration of the Plan will by no means be extended in the event that a suspension of benefits occurs.

Underwritten by an Insurance company licensed in Canada.

INVOICE
NUMBER



We keep
good
things
going®



Furniture
protection
program

CONGRATULATIONS!

You have chosen to protect your furniture with the most comprehensive protection program available on the Canadian market. Depending on your choice of coverage, you will receive either two or four excellent cleaning products (with the GOLD Plan, on any furniture purchase totalling over \$1,500 you will receive a free deluxe set containing four cleaning products). These high quality products are all specifically designed for furniture, biodegradable and available only in stores that specialize in furniture.



USAGE AND MAINTENANCE TIPS

You should know that no fabric or leather upholstery is immune from stains or soils. This fabric or leather upholstery protection program is not a substitute for the daily or weekly care of your furniture.

- (1) **Avoid exposing your fabric or leather upholstered furniture to direct sunlight. This could alter or dry out the upholstery.**
- (2) **Your fabric or leather upholstered furniture must be carefully cared for. It is recommended that you clean it regularly and vacuum all dust and deposits (skin particles, hair, etc.).**

Always follow the manufacturer's maintenance tips.

IMPORTANT:

To prevent premature aging, cracking or drying-out of the leather, we strongly recommend applying the Care Lotion distributed by Comercio.

CUSTOMER SERVICE:

For more information, please contact our toll-free line:

1.888.484.9137

To receive service under this Plan, you will be required to provide proof of purchase of the Plan and the covered product.

FURNITURE

Protection Plan Terms and Conditions

In consideration of payment of the Protection Plan and based upon the protection chosen by the Plan owner and described on the invoice, Service Protection Plus (SPP) will provide the following services: advice on stain removal, cleaning, repair or replacement, to maintain the covered piece(s) of furniture in good condition. This coverage is conditional upon such services being required as a result of accidental staining, breakage or defects resulting from normal usage. This Plan is between SPP and the Plan owner.



ELECTRIC GOLD



GOLD



WOOD FURNITURE



STAINS

FEATURES OF THE PROGRAMS*

COVERED PRODUCTS

All types of new furniture		✓	✓	✓
Vibrating or massage chairs, electric reclining and lift chairs	✓			✓

NON-COVERED PRODUCTS / all programs

Furniture sold «as is», electric beds, futons, customer assembled furniture and furniture for commercial use

COVERED MATERIALS / all programs

All types of fabrics including microfiber, finished leather, bycast or reconstituted (bonded) leather and vinyl	✓	✓		✓
All wood furniture including laminates and melamine	✓	✓	✓	

NON-COVERED MATERIALS / all programs

Cane or wicker furniture, naked or unfinished wood

YOUR PROGRAM INCLUDES PROTECTION AGAINST

Accidental stains from:

Food, beverages and medication	✓	✓		✓
Biological fluids human or animal	✓	✓		✓
Lipstick and ballpoint pen ink stains on fabric, finished leather, bycast or reconstituted (bonded) leather and vinyl	✓	✓		✓

Accidental damage caused by:

Cigarette burns on finished leather, bycast or reconstituted (bonded) leather	✓	✓		
Accidental heat or liquid rings: wood, laminates and melamine		✓	✓	

The following manufacturer's defects:

Structural assembly failure	✓	✓	✓	
Joint separation	✓	✓	✓	
Failure of a mechanical mechanism	✓	✓	✓	
Failure of an electrical mechanism	✓			
Defects in hinges or hardware	✓	✓	✓	
Integrated electrical lighting system	✓	✓	✓	
Loss of silvering on mirrors	✓	✓	✓	
Seam separation	✓	✓		
Cracking of finished leather, bycast or reconstituted (bonded) leather	✓	✓		
Failure of springs	✓	✓		

DURATION OF THE CONTRACT AND EFFECTIVE DATE OF COVERAGE

Accidental damage and stains:

This coverage is valid for a five (5) year period effective from the delivery date.	✓	✓	✓	✓
---	---	---	---	---

Manufacturer's defects:

This coverage is valid for a four (4) year period and commences one (1) after the delivery date. The total combined coverage period of this Plan and the original manufacturer's warranty shall not exceed five (5) years.	✓	✓	✓	
--	---	---	---	--

Remote controls:

Remote controls are covered for a period of twelve (12) months after the delivery date.	✓			
---	---	--	--	--

YOUR PROGRAM CHOICE :

*See on reverse for more details on the protection.