

# Platinum PROTECTION



**TOLL-FREE SERVICE**  
**1 800.388.2640**

## PLATINUM PROTECTION

Enjoy Peace of Mind™ with your new furniture purchased from Leon's.

### HERE'S WHAT'S COVERED:

#### Fabric Protection

Platinum Fabric Care provides protection against accidental stains caused by common household foods and beverages and human or pet bodily fluids.

- ✓ Ice Cream
- ✓ Food Spills
- ✓ Milk and Juice
- ✓ Ballpoint Pen Ink
- ✓ Coffee and Tea
- ✓ Red Wine and Colas

#### Leather Protection

Platinum Leather Care provides protection for full-grain genuine leather against accidental stains caused by common household foods and beverages and human or pet bodily fluids; or accidental damage as a result of rips, tears, cigarette burns and cracking and peeling due to moisture loss.

- ✓ Food Stains
- ✓ Cigarette Burns
- ✓ Tears and Punctures
- ✓ Cracking or Peeling

#### Product Care

Other furniture products, including Bicast, Faux Leather, Leather Look, Bonded Leather and Vinyl are covered in the event of accidental stains or damage caused by common household foods and beverages or accidental rips, tears or burns. (Note: Coverage for cracking and peeling applies only to full-grain genuine leather products.)

- ✓ Food Stains
- ✓ Cigarette Burns
- ✓ Tears and Punctures
- ✓ Ballpoint Pen Ink

### WHAT'S NOT COVERED?

As you might expect, coverage does not include normal wear and tear, accumulated soiling, odours, animal damage, seam separation, fading or deterioration of any materials. Please see terms and conditions for complete details.

## PLATINUM PROTECTION

This Extended Service Plan ("Service Plan") is administered by Zucora Inc. ("Zucora") and effective for a period of five (5) years from the date of delivery ("Effective Date"), for the furnishing item(s) (the "Covered Products") covered by this Service Plan, during normal residential use, subject to the exclusions set out in Paragraph 7 below.

### OBLIGATIONS OF ZUCORA TO OWNER OF FURNISHINGS COVERED BY THIS SERVICE PLAN:

**1.0 FABRIC FURNISHINGS** - In the event the Covered Products are fabric furnishings which have been treated with Magi Seal AQ®, and have become stained by common household foods and beverages, oil and grease, or ballpoint pen ink, lipstick or wax crayon, or human and pet bodily fluids, Zucora agrees to provide services outlined below (the "Remedial Services") with respect to the stained area of the fabric.

**2.0 LEATHER FURNISHINGS** - In the event the Covered Products are full-grain genuine leather ("Genuine Leather") furnishings which have been treated with Magi Seal Leather Moisturizer®, and have become accidentally stained by common household foods and beverages, oil and grease, or human and pet bodily fluids, or ballpoint pen ink, lipstick or wax crayon; or become damaged as a result of accidental rips, tears, punctures, or cigarette burns, Zucora agrees to provide the Remedial Services outlined below with respect to the stained or damaged area of the leather. Zucora will also provide the Remedial Services in the unlikely event the Genuine Leather furnishing, after treatment, should lose its natural moisture resulting in cracking or peeling.

**3.0 OTHER PRODUCTS (BICAST & FAUX LEATHER FURNISHINGS)** - In the event the Covered Products are Bicast, Faux Leather, Leather Look, Bonded Leather or Vinyl, furnishings and they have become accidentally stained by common household foods and beverages including oil and grease, or human and pet bodily fluids, or ballpoint pen ink, lipstick or wax crayon; or become damaged as a result of an accidental rip, tear, puncture, or cigarette burn, Zucora agrees to provide the Remedial Services with respect to the stained or damaged area of the Covered Product(s).

**4.0 REMEDIAL SERVICES** - The following remedial services (the "Remedial Services") will be provided by Zucora for the Covered Product(s) provided for under this Service Plan:

- During normal business hours, Zucora will provide free professional stain removal and/or repair advice by telephone (call toll-free: 1-800-388-2640); and may, at its option, deliver cleaning solution to the owner of the Covered Products (the "Owner") to aid in stain removal;
- If the stain persists, Zucora will arrange to have the item(s) serviced at the Owner's location by a professional technician at no additional charge to the Owner;
- If the technician determines stain removal or damaged leather repair must be made away from the Owner's location, the item(s) will be removed, cleaned or repaired and returned at no additional charge to the Owner;
- If the technician cannot remove the stain, Zucora will repair or replace the fabric, the furnishing casing(s) and/or loose-back cushions, subject to the availability of such fabric and/or replacement items, or in the event of a leather, bicast or faux

furnishing item, Zucora will repair or replace the stained or damaged portion of the leather or product material, provided replacement leather or product material is readily available;

- If replacement fabric, casing(s) and/or loose-back cushions or replacement leather or product material is not available, or the accidental damage to the Covered Product cannot be repaired, Zucora agrees to exchange the Covered Product with a similar item of comparable value of the original purchase price. Owner shall provide Zucora with an original sales receipt or proof of purchase for the original Covered Product prior to obtaining approval from Zucora to exchange the Covered Product. The original Covered Product must be returned as instructed by Leon's Furniture Limited ("Leon's"). For Covered Products, if a replacement is made, and there is an unreasonable difference in dyelot, Zucora will exchange the entire suite covered by the Service Plan (all pieces if necessary) with similar items of equal or lesser value of the original purchase price.
- Upon the replacement of any Covered Product, any and all obligations of Zucora under this Service Plan will be deemed to have been fulfilled and this Service Plan will no longer be in effect, and no further services will be provided under this plan.

**5.0 REGISTRATION AND ELIGIBILITY** - To be eligible for the Remedial Services, this Zucora Service Plan requires registration with Zucora Inc.. The Leon's sales order number is used to reference this Service Plan. (Leon's Furniture will register this Service Plan on the Owner's behalf.) The Owner acknowledges, approves and permits the disclosure and/or delivery of information regarding the Owner and this Service Plan to Zucora for the purposes of carrying out Zucora's responsibilities under the Service Plan. Service Plans are non-renewable beyond the registered coverage period.

This Service Plan may be transferred to a new Owner of the Covered Product for the remaining period of coverage, subject to presentation of original sales receipt if requested.

**6.0 TO OBTAIN ZUCORA REMEDIAL SERVICES** - Claims for Remedial Service must be made to Zucora within 14 days of the occurrence of the accidental stain or accidental damage to the Covered Product under this Service Plan. Claims will only be considered by Zucora, subject to the following:

- Covered Products are delivered to the Owner soil free and without stains, flaws, tears, rips, scratches or any other damage;
- Cleaning of stained area or repair of the Covered Product is performed only as directed by Zucora.

**7.0 EXCLUSIONS** - Claims will not be accepted by Zucora where stains or damage are caused by:

- Failure to comply with the manufacturer's instructions for use, cleaning or maintaining the Covered Products;
- Abuse or misuse of the Covered Product;
- Manufacturing defect caused by workmanship or materials;
- Accumulated soiling, normal wear and tear or odours of any kind;
- Buildup of perspiration and body or hair oils;

- Fading or any colour variation of the Covered Product;
- Damage caused by animals (other than staining by pet bodily fluids);
- Cracking or peeling (other than cracking or peeling caused by moisture loss on treated Genuine Leather furnishings);
- Separating or stretching of the covering material, seam separation or deterioration of any material components;
- Paint, bleach, permanent dyes, corrosives, acids, permanent inks, gum, X coded fabrics and non-colorfast fabrics;
- Any item(s) sold in an "as-is" condition;
- Repairs/cleaning carried out by anyone other than authorized agents of Zucora;
- Natural characteristics that cause appearance variations;
- Furnishings in transit, damaged during moving, storage;
- Use of furnishings in public areas, rental or commercial areas;
- Acts of God, fraud, intentional acts, war or hostilities of any kind if arising from illegal activity;
- Anything not specifically identified and included as covered by this Service Plan; and
- Damage covered by any manufacturer warranty, other service plan or insurance program.

**8.0 NOTE TO OWNER** - This Service Plan is provided by Zucora Inc.. All claims and/or inquiries must be submitted directly to Zucora Inc.. Leon's Furniture is not responsible for any claims or service obligations provided under this Service Plan.

This agreement is not renewable beyond the coverage period. The Owner shall reasonably cooperate with Zucora in its efforts to provide the services under this agreement. Any provision contained herein which is found to be contrary to any provincial or local law shall be deemed null and void; however, the remaining provisions shall continue in full force and effect. By registering, or authorizing the registration of this agreement with Zucora, Owner agrees that the obligations provided in this agreement shall constitute the full and only remedies for any failure of the Zucora product or service to function as warranted. In no event shall Owner have any other remedy at law or equity for any direct or indirect consequences of the failure of the Zucora product or service to perform.

Zucora Inc. is proud to serve as Leon's authorized service agency.

**ZUCORA**

[www.zucora.com](http://www.zucora.com)

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