



CONSUMER PRIORITY SERVICE - PREMIUM FURNITURE SERVICE PLAN

This Plan applies to fabric, leather and vinyl upholstery, mattresses, and wood and other hard surface furniture purchased as new and manufactured for use in the United States, which at the time of purchase included a manufacturer's original written warranty valid in the United States. In order to be eligible for the Plan, the manufacturer's original written warranty must provide at least 90 days parts and labor coverage. This Plan covers defects (flaw or deficiency that may affect the use for which the product is intended) in material or workmanship unless otherwise stated in the Exclusions from Coverage section of this document. This Plan applies only to products purchased for normal indoor household use and not for resale or commercial use, which includes rental, business, and institutional or other non-residential use. Accessories and/or add-on options purchased separately and not essential to the basic function of the covered product are not eligible for coverage. There is no deductible under this Plan. This Plan is not transferable. This Plan is not renewable.

Coverage for fabric, leather, vinyl upholstery and mattresses:

Accidental stains caused by:

- Food and beverages
- Nail polish and nail polish remover stains or damage
- Human and pet body fluid stains (except perspiration, and hair or body oils)
- Ballpoint ink pen stains

Accidental damage:

- Punctures, rips and burns
- Breakage of frames, springs, sleeper mechanisms, reclining mechanisms, heating and vibrating mechanisms.

Coverage for case goods and other hard surface furniture:

Accidental stains caused by:

- Food and beverages
- Human and pet bodily fluids
- Nail polish and nail polish remover stains or damage

Accidental damage:

- Nail polish remover damage
- Liquid marks or rings
- Breakage
- Gouges or chips that penetrate the finish exposing the substrate
- Cigarette burns and heat marks
- Checking, cracking, bubbling or peeling of finish caused by a specific incident
- Breakage, chips, or scratches of glass or mirrors
- Loss of silvering on mirrors
- Failure of integral electrical components

This Plan begins on the date of product purchase and will provide service to the original purchaser for covered furniture a total of 5-Years, as noted on the sales receipt, from the date of delivery. If, under the terms listed below, an item becomes accidentally stained or damaged during normal residential use, a professional technician will service the problem at no cost to you. If the covered stain or damage cannot be resolved, the Administrator, at its discretion, will replace the affected portion or the complete item(s). Replacement items will be the same as or similar to the original item purchased, provided the price of the replacement does not exceed the original product purchase price. One time replacement of your furniture meets the full liability under this Plan. The replacement furniture is not eligible for coverage under this Plan. Replacement of a part or piece of furniture ends Plan coverage on that part or piece. Any furniture originally covered by the plan and not replaced will remain under coverage for the remaining term of the Plan. The Administrator will not replace or provide compensation for pieces of furniture that do not match the replacement items. Any replaced furniture becomes the property of the Administrator. This Plan does not cover pickup, maintenance inspections, crating or delivery or freight charges. Replacement parts or furniture will be ordered from the retailer from which you originally purchased your furniture. If the retailer is not able to replace the item originally purchased or provide a satisfactory substitute item, you will be given a refund of the purchase price of this Plan in lieu of replacement of your furniture and your Plan will terminate.





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Exclusions from Coverage:

This Plan does not cover defects, stains or damages caused as a result of, abuse, misuse, physical force; neglect, theft, vandalism or malicious mischief; accidents unless otherwise noted under the Coverage's section, collapse or explosion; spillage of any kind unless otherwise noted under the Coverage section; environmental conditions including, but not limited to: fire, floods, smoke, corrosion, sand, dirt, lightning, explosions; natural disasters; moisture, water damage of any kind, whether from fresh water, saltwater or other water intrusion, freezes, storms, wind or windstorm, hail, earthquake, tornados or other acts or God; exposure to weather conditions; riot, nuclear radiation, war or hostile action, radioactive contamination; intentional or accidental damage by third parties; sun fade or direct exposure to sunlight, bright light or extreme heat; fungus, mold or mildew; rot or rust; vermin or insects; extreme temperature or humidity changes. Does not cover stain or damage cause by incontinence; any independent contracts, such as but not limited to plumber, painter or other service or maintenance personnel. Damage occurring prior to or during delivery or while furniture is being moved between residences or into or out of storage; damage caused by any repair personnel or any owner, employee or third party; atmospheric conditions, any heating process, and/or drying; failure to comply with the original manufacturer's instructions for use; pet damage (except bodily fluids as outlined under the Coverage's section); scratches; structural problems, appliance malfunctions and any resultant leak there from. Any stain, soiling or damage resulting from everyday use, which has built up over time, e.g. hair, body or suntan oils and/or lotions. Signs of soiling include darkened areas where the body comes into contact with the furniture. These darkened areas are signs of soil build-up, which is not covered by the Plan. General maintenance and overall cleaning of the furniture is the consumer's responsibility. Damage due to harsh or corrosive chemicals; acids, including without limitation, dyes and inks (except ballpoint, plant food, fertilizer, bleach and gum. Other exclusions include: Any non-operating part or decorative parts such as hinges, knobs, handles, or shelves; clock mechanisms; coverage under another insurance program; delivery and/or redelivery; design deficiency; fabrics with "X" cleaning codes and non-colorfast fabrics and leathers; loss or damage caused to the covered product while outside the U.S.; costs arising from damage caused by failure to comply with manufacturer's instructions for use; loss or damage to the covered product while in the course of transit; odors; ready-to-assemble (RTA) furniture; wicker or rattan furniture; variation of the color, or graining of wood or wood products, marble or leather. Split leathers used in seat cushions, back cushions or top or inside arm areas; natural markings on leather, such as, healed scars, insect bites, brand marks or wrinkles, or suede, and leathers with embossed patterns other than those stimulating natural cowhide; on bovine leathers; Nubuck and other buffed leathers; stains, color loss or damage resulting from cleaning methods or products (detergents, abrasives or other harsh cleaning agents) other than those recommended by the furniture manufacturer; stone or sand abrasion; loss or damage resulting from: pre-existing conditions known to you; unauthorized repairs or modifications; wear related issues, such as but not limited to, fading, wear, seam separation, stress tears, loss of foam resiliency, pilling or fraying of any fabric on all types of furniture; color loss or cracking and peeling on any leather or vinyl; splits or bi-cast leather; willful abuse or misuse of the covered item(s); furniture that has been neglected, abused or is in an unserviceable condition. Furniture that is used for commercial, institutional, outdoor or rental purposes. This Plan does not cover floor samples or merchandise sold as "Clearance" or "As Is" at the time of purchase This Plan does not cover "no problem found" diagnosis from the manufacturer or any other third party. If your covered product experiences damage that is excluded from coverage under this section or in the event that no covered damage is found, then you are responsible for all repair costs.





CPS PREMIUM FURNITURE SERVICE PLAN COVERAGE

PREMIUM PROTECTION PLAN COVERAGE FOR FABRIC, LEATHER, VINYL UPHOLESTRY AND SOLID SURFACE FURNITURE

Mechanical and structural breakdowns as a result of:

- Breakage of frames or springs

- Breakage of mechanisms including sleeper, reclining, heating and vibrating

- Failure of integral electrical components

- Breakage of panels

- Lifting of veneers

- Warping

- Loss of silvering on mirrors

- Lifting or incident – specific chipping of veneers or laminates exposing the substrate

Unintentional and accidental damage from handling, including stains:

- Dye transfer onto surface of upholstery

- Nail polish remover

- Glass or mirror chipping, breakage or scratches

- Liquid mark or rings

- Heat marks

- Punctures, rips or burns

- Gouges, dents, scratches or chips that penetrate the finish exposing the substrate

- Checking, cracking, bubbling or peeling of finish caused by a specific incident

- All stains including dye bleed and dye transfer onto or into surface of upholstery, fabric upholstery, leather or vinyl

PREMIUM PROTECTION PLAN COVERAGE FOR MATTRESSES

Mechanical and structural breakdowns as a result of:

- Breakage of box spring frames

- Breakage of mechanisms

Unintentional and accidental damage from handling, including stains:

- Punctures, rips and burns

When plan is sold with mattress pad/cover, up to three (3) pad replacements if covered damage occurs

