



Thank you for including the **EXCELSIOR™ Because You Love It**
ALL STAIN Service Plan with your new furniture and/or area rug purchase!

Invoice #: _____

Date: _____

Service: 1-800-661-7313 service@soswarranty.com

Based on the service plan purchased (the "Service Plan"), we guarantee to the Owner of the new furniture or area rug, that SOS Warranty Services Inc. will provide service for the applicable coverages. Service Plans are eligible for coverage on new furniture items: a) upholstered in either fabric, microfiber, finished leather, bycast, or vinyl; and b) furniture made from wood and glass; and c) area rugs (the "Product"). This Service Plan becomes valid once your purchase is delivered and registered by the authorized retailer from which you made your purchase. Owner means the purchaser of this Plan, including the Lessee, if the Product was acquired under a lease-to-own arrangement ("LTO Arrangement"). "Lessee" under an LTO Arrangement means the payor customer leasing the Product and this Plan. "Lessor" under an LTO Arrangement means the Owner of the Product and payee of cash benefits under this Plan until the Lessor fulfills their obligations under the LTO Arrangement necessary to acquire full ownership of the Product and this Plan.

If the Owner acquired the Product and this Service Plan through a lease under an LTO Arrangement, the Owner is entitled to all non-cash benefits under this Plan until the Owner acquires full ownership of this Service Plan and the Product. Until the Owner acquires full ownership of this Service Plan and the Product, any rights to a cash settlement or cancellation refund under this Service Plan will belong exclusively to the Lessor. Upon acquiring full Ownership of this Service Plan and the Product, The Owner is entitled to all benefits under this Plan.

The service steps for the first five (5) years on **ALL** accidental stains are:

Step 1

Attempt to **remove** the stain

Step 2

Attempt to **repair** the stained area

Step 3

Replace if other steps are unsuccessful

+ A bonus five (5) year spot cleaning service only on a covered stain. During this second 5 year period, SOS Warranty Services Inc. will only attempt to extract the covered stain. In the case that the stain cannot be removed, there would be no further service provided. Spot cleaning is seam to seam and does not include an overall general cleaning.

Coverage for Upholstered Furniture (which includes coverage for upholstered bedframes & area rugs)

The **ALL STAIN PLUS+ Service Plan** provides coverage for **ALL** accidental stains for **ten (10) years** starting from the date of delivery of the new furniture; with the exception of stains caused by corrosives, accumulation of red dirt, discoloration, fading, sun damage and general soiling, which includes stains caused by an accumulation of body and hair oils. The **stain removal, repair, replace** steps apply only for the **first five (5) years**, only up to the original purchase price of the stained merchandise. Outdoor furniture is not eligible for coverage if located in an outdoor exposed environment.

*In the event that items are being used in a **rental property**, the service plan coverage for manual and electronic mechanisms starts on the date of delivery for a maximum coverage of 4 years only.

*This coverage does not apply to mattresses or sofa bed mattresses. An Excelsior mattress protector is required for stain coverage on the mattress and sofa bed mattresses.

+ **Additional Protection** for the first five (5) years on **leather, bycast & vinyl finishes** for accidental cuts, incisions, perforations & accidental cigarette burns.

ADDITIONAL PLUS+ Coverage for Upholstered Motion Furniture

The ALL STAIN PLUS+ Service Plan covers defects for ALL manual and electronic mechanisms for the first five (5) years from date of delivery only. This would include 100% coverage for parts and labor, a no lemon clause (3 times same failure on a mechanism or electrical component after the manufacturer's original 1 year warranty period if applicable) and 1 year remote control coverage against defects in quality of materials and workmanship (but does not cover misuse or preventable damage).

The Service Plans' coverage for the non-stain related issues start after the manufacturer's warranty period, if applicable, up to a combined maximum of 5 years from date of delivery.

*This coverage does not apply to mattresses or sofa bed mattresses. An Excelsior mattress protector is required for stain coverage on the mattresses and sofa bed mattresses.

ADDITIONAL PLUS+ Coverage for Wood Furniture (which includes dining, bedroom and living room furniture)

ALL STAIN PLUS+ Service Plan provides coverage for **ALL** accidental stains, white heat rings & white liquid rings for **five (5) years** starting from the date of delivery of the new furniture; with the exception of stains caused by corrosives, accumulation of red dirt, discoloration, fading, sun damage and general soiling, which includes stains caused by an accumulation of body and hair oils. The **stain removal, repair, replace** steps apply for five (5) years only.

+ **Additional Protection** during the **five (5) years ONLY** from the date of delivery to cover accidental glass & mirror breakage, loss of silvering on mirrors, lifting of veneer, structural frame & joints defects, defective hinges & hardware and mechanism (non-electrical) failure.

The Service Plans' coverage for the non-stain related issues start after the manufacturer's warranty period, if applicable, up to a combined maximum of five (5) years from date of delivery.

*This coverage does not apply to mattresses or sofa bed mattresses. An Excelsior mattress protector is required for stain coverage on the mattresses and sofa bed mattresses.

Coverage for Area Rugs

ALL STAIN PLUS+ Service Plan provides coverage for ALL accidental stains for **five (5) years** starting from the date of delivery of the new area rug; with the exception of stains caused by corrosives, accumulation of red dirt, discoloration, fading, sun damage and general soiling, which includes stains caused by an accumulation or from normal wear and tear. The stain removal, repair, replace steps apply for **five (5) years** only up to the original purchase price of the area rug.

*Any non-stain related issue on an area rug is not covered under this Service Plan.

*Rugs used outside are excluded/ineligible for coverage.

HOW TO MAKE A SERVICE CLAIM:

1. In the event of a stain, immediately attempt to gently clean the stained area with the care kit provided according to the directions on the bottle, or as recommended by one of our customer service representatives.
2. Should the stain persist or if you encounter a coverable defect/damage, there are 3 easy ways to connect with us:
 - Call the service toll free number 1-800-661-7313
 - E-mail us directly at service@soswarranty.com
 - Visit our website www.excelsiorservice.com

Please have your Invoice/Order number available. For best results and to comply with the terms and conditions of this Service Plan, **contact must be made within 14 days of the appearance of the stain or defect/damage**. In the case of a stain, we will attempt to remove the stain professionally by an authorized cleaning technician at no charge to the Owner of this Service Plan.

3. At a certain stage in the service process, the Owner of this Service Plan may be required to provide proof of purchase in the form of an original invoice, which will provide relevant information about the item being serviced. Additionally, the Owner agrees to reasonably cooperate with SOS Warranty Services Inc. in their efforts to perform their obligations under this Service Plan.

4. MILITARY FAMILIES STATIONED OUTSIDE NORTH AMERICA:

- E-mail us directly at service@soswarranty.com to start your claim.

LIMIT OF LIABILITY:

- The present Service Plan applies only to the original item purchased and is deemed as having fulfilled its' obligations once the original item covered by this Service Plan has been replaced or has incurred cleaning/repair expenses that equal the original purchase price of the applicable stained piece.
- In the event of providing repair or replacement service, SOS Warranty Services Inc. nor the retailer is responsible for dye lot variations of any materials or finishes or the availability of matching the original materials used in the original warranted item.
- Approved repairs or replacements are limited to the original purchase price of the stained item only, and does not cover cleaning or repair or replacement of any "pairs" or "sets" of furniture purchased at the same time as the stained piece.
- In the event of replacement service, should the original item no longer be available, the Owner will be asked to reselect a new similar replacement piece, equal to the original purchase price of the approved replaced piece only, from the retail location of the original purchase; otherwise, SOS Warranty Services Inc., at its sole option, will refund a pro-rated portion (based on the age of the applicable item) of the purchase price to the Owner / Lessor as identified on the original invoice.
- Commercially used (non-typical residential) furniture (other than an LTO Arrangement).
- The original purchase price referred to is as identified on the original invoice less taxes.
- In the event of replacement service, the original item becomes the property of SOS Warranty Services Inc. The Owner of this Service Plan may be given the option to purchase a new Service Plan for the new replacement item.

EXCLUSIONS: This Service Plan does NOT cover or apply to:

- Stain removal cleaning does not include an overall general cleaning. Stain removal cleaning is seam to seam of the stained area only.
- Commercially used (non-typical residential) furniture (other than an LTO Arrangement).
- Furniture that is not stain free at the time of delivery or that has been mishandled, abused or poorly maintained nor any stains that are intentional in nature.
- Woven caning, wicker, natural cane, Nubuck, fully nude / full aniline leather finishes, rattan, seagrass, non-colorfast fabrics, cement, stone, marble, granite are not covered by the service plan.
- This Service Plan does not apply to silk, plastic, metal, outdoor rugs or furniture, or wall-to-wall broadloom or mattresses (with the exception of sofabed mattresses when an Excelsior mattress pad is purchased at the same time as the service plan).
- Bleeding of colors associated with non-colorfast fabrics or finishes.
- Animal damage (other than stains) is excluded and not eligible for service.
- Odors.
- Stains caused by corrosives, general overall soiling accumulated over time from everyday use including the accumulation of body perspiration and body & hair oils, accumulation of red dirt stains/discoloration, normal wear and tear, damage, defects or inherent features of any kind.
- Mold and/or mildew stains.
- Rust.
- Premature fabric failure, seam separation, rips, tears and the cracking/peeling or scratches on leathers, bycasts or vinyls.
- All work performed by a non-authorized cleaning or repair technician nor the delay of any ordered parts that are beyond SOS Warranty Services Inc.'s control.
- Fraud, hostilities, confiscation by authorities, risk of contraband, illegal activities and radioactive contamination. Consequential or indirect damage of whatever kind, bodily injury or property damage to third parties, punitive damage and legal fees.
- SOS Warranty Services Inc. strongly recommends that no other fabric/ leather/ vinyl / protector or domestic cleaning product be used, as this may severely damage the material on the furniture and void your Service Plan. Only approved Excelsior® Care Products that are included with this Service Plan are authorized for use. Prior to using any Excelsior® Care Product test for reaction and performance including colorfastness on a small hidden area. Should signs of change in appearance or color develop discontinue use of the product.