

CONGRATULATIONS on protecting your new furniture investment with:

The ESSENTIAL Protection Service Plan or **The PRÉFÉRENCE Protection Service Plan**

Invoice #: _____

Date: _____

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

Based on the choice of service plan purchased (PRÉFÉRENCE Protection or ESSENTIAL Protection), we guarantee to the owner of the new dining & wood furniture* that SOS Warranty Services Inc. will provide service for the applicable coverages for your applicable service plan option. This service plan becomes valid once your purchase is registered by the authorized retailer from which you made your purchase and after confirmation and your service plan terms and conditions have been received.

Service steps for the first 5 years are: **STEP 1:** Attempt to clean the applicable stain or inspect the applicable problem ; **STEP 2:** Attempt to repair; **STEP 3:** Replace if other steps are unsuccessful.

- a) Service under the ESSENTIAL Protection Service Plan provides coverage for applicable accidental stains (limited exclusively to all food, beverage and edible grease stains, white heat rings, white liquid rings and human bodily fluids) for five (5) years starting from the date of purchase* of this new furniture; and
b) Under the PRÉFÉRENCE Protection Service Plan, coverage is for five (5) years starting from the date of purchase* of this new furniture against accidental stains as identified in the Essentials service plan. Additional bonus coverages 5 years which start after the manufacturer's warranty period, are accidental glass & mirror breakage, loss of silvering on mirror, lifting of veneer, structural frame & joint defects, ESSENTIAL stain coverage on matching dining chairs, defective hinges & hardware and mechanism (non electrical) failure.

* Wood furniture includes wood-like finishes such as laminates and melamines. Service plans are applicable to all furniture used in a typical residential application.

HOW TO MAKE A SERVICE CLAIM:

With your service plan registration confirmation number readily available, **please call the toll free number (1-800-661-7313)**. At a certain stage in the service process, the owner of this service plan will be required to provide proof of purchase in the form of the original invoice, which provides relevant information about the item being serviced and details on the manufacturer that may expedite the time delay required to provide service. Additionally, the owner agrees to reasonably cooperate with SOS Warranty Services Inc. in their efforts to perform their obligations under this service plan.

1. In the event of a stain, immediately attempt to gently clean the stained area.
2. Should the stain persist, for best results and to comply with the terms and conditions of this service plan, **call within 14 days of the appearance of the stain**. SOS Warranty Services Inc. will have the stained area professionally cleaned by an authorized cleaning technician, at no charge to the owner of this service plan.
3. In the event the applicable stain that is covered under the terms and conditions of this service plan cannot be removed by an authorized cleaning technician, and, if and only if, the claim is made within the applicable service plan term, SOS Warranty Services Inc. at their sole discretion will attempt to repair the stained area of the item.
4. In the event service is required for a non-stain issue under the PRÉFÉRENCE Protection coverage as outlined in the service plan, call within 14 days of the appearance of the applicable covered problem. SOS Warranty Services Inc. will have the approved problem professionally inspected and if possible serviced by an authorized service technician, at no charge to the owner of this service plan.
5. In the event the applicable problem (either stain or defect) that is covered under the terms and conditions of this service plan cannot be serviced by an authorized technician, and, if and only if, the claim is made within the applicable service plan term, SOS Warranty Services Inc. will authorize replacement of the stained or defective item only.

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 repair expenses that equal the original purchase price of the applicable stained or defective piece.
- In the event of providing repair or replacement service, SOS Warranty Services Inc., nor Phoenix A.M.D. International Inc. nor the retailer is responsible for dye lot variations of any finishes or the availability of matching the original finish used in the original warranted item.
- Approved repairs or replacements are limited to the original purchase price of the stained or defective 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 or defective 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 stained or defective 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 as identified on the original invoice.
- 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.
- To the 5 year coverage which includes manufacturers warranty.

EXCLUSIONS: This service plan does NOT cover or apply to:

- Commercially used (non-typical residential) furniture.
- Furniture that is not stain free or is defective at the time of delivery or that has been mishandled, abused or poorly maintained nor any stains that are intentional in nature.
- Bleeding of colours associated with non-colourfast finishes.
- Excluded from both the ESSENTIAL Protection & the PRÉFÉRENCE Protection service plans are stains caused by corrosives, general overall soiling accumulated over time from everyday use including the accumulation of body perspiration and body & hair oils, normal wear and tear, damage, defects or inherent features of any kind.
- Excluded from the ESSENTIAL Protection service plan are stains other than those caused by food, beverage and edible grease stains, white heat rings, white liquid rings and human bodily fluids.
- Dining chairs exclude parson type chairs.
- Furniture made of, or including: metal, rock, plastic, slate and/or marble is not covered by this service plan warranty.
- Ready to assemble furniture.
- Cracking & peeling of the finish. Scratches, dents and gouges. Any damage caused by or subsequent to scratches.
- Cigarette burns.
- Accessories, such as light bulbs, batteries, remote controls and fuses are not covered.
- Cosmetic trim, or the failure of any part(s) that does not prevent the operation of the item.
- All work performed by a non-authorized cleaning or repair technician nor the delay of any ordered parts that are beyond Phoenix A.M.D. International 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 prior to using any care product to test for reaction and performance, including colourfastness, on a small hidden area. Should signs of change in appearance or colour develop discontinue use of the product.

* This service plan is extended for a further courtesy period of 60 days from the original date of purchase.