

CONGRATULATIONS on protecting your new furniture investment with:

The ESSENTIAL Stain Service Plan

or

The ALL Stain Service Plan

Invoice #: _____

Date: _____

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

Based on the choice of service plan purchased (ALL STAIN or ESSENTIAL STAIN), we guarantee to the owner of the new furniture* upholstered in fabric, microfiber, finished leather, bycast, or vinyl, that SOS Warranty Services Inc. will provide service for the applicable coverage's 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; **STEP 2:** Attempt to repair; **STEP 3:** Replace if other steps are unsuccessful. PLUS a bonus of a further 5 years spot cleaning only service of the applicable stain only, which during this second 5 year period would only include attempting to clean the applicable covered stain; in the event the stain cannot be removed, there would be no further service of any type provided.

a) Service under the ESSENTIAL STAIN Service Plan provides coverage for applicable accidental stains (limited exclusively to all food, beverage and edible grease stains and human bodily fluids) for five (5) years starting from the date of purchase*** of this new furniture; and

b) Under the ALL STAIN Service Plan, coverage is for five (5) years starting from the date of purchase*** of this new furniture against ALL accidental stains with the exception of stains caused by corrosives and general soiling, including stains caused by the accumulation of body & hair oils. For a limited period of three (3) years from the date of purchase***, coverage extends to sebum stains in the headrest area only on all upholstery types. Additional bonus coverage, for finished leather and bycast furniture ONLY, includes coverage for accidental cigarette burns and accidental cuts / incisions / perforations excluding those caused by animals or manufacturing defects.

HOW TO MAKE A SERVICE CLAIM:

With your service plan registration confirmation number readily available, **please call the service 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 with the cleaner provided according to the directions on the bottle, or as recommended by one of our customer service representatives.
2. Should the stain persist, for best results and to comply with the terms and conditions of this service plan, **a call must be made 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 material/item.
4. In the event the applicable stain (either ALL STAIN or ESSENTIAL STAIN) 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 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 piece.
- In the event of providing repair or replacement service, SOS Warranty Services Inc, nor Phoenix A.M.D. International Inc. nor the retailer nor DuPont 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 stained piece only, from the retail location of the original purchase; otherwise, SOS Warranty Services Inc., at it's 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.

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

- Commercially used (non-typical residential) furniture.
- 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.
- Bleeding of colours associated with non-colourfast fabrics or finishes.
- Odours.
- Excluded from both the ESSENTIAL STAIN & the ALL STAIN 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 both the ESSENTIAL STAIN & the ALL STAIN service plans are premature fabric failure, seam separation, rips, tears and the cracking / peeling / or scratches on leathers, bycasts or vinyls.
- Excluded from the ESSENTIAL STAIN service plan are stains other than those caused by food, beverage and edible grease stains and human bodily fluids.
- 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.
- This service plan does not apply to silk, plastic, metal, area rugs, or wall-to-wall broadloom or mattresses.
- 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 colourfastness on a small hidden area. Should signs of change in appearance or colour develop discontinue use of the product.

* Service plans are applicable to all furniture used in a typical residential application.

** The ALL STAIN service plan provides coverage for sebum stains in the headrest area only, for a limited period of three (3) years starting from the date of purchase on all upholstery types.

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

