

Guardsman 5 Year Furniture Protection Plan

FABRIC COVERAGE



WHAT IS COVERED

This Protection Plan provides Service for any of the following, except for what is listed in the “WHAT IS NOT COVERED” section of this Protection Plan.

FABRIC UPHOLSTERED FURNITURE COVERAGE INCLUDES:

- Any food or beverage stain
- Any household stain, effective for purchases made on or after June 23, 2017
- One incident of pet-related damage including a scratch, tear, stain or other covered incident listed above, effective for purchases made on or after June 23, 2017
- Any puncture, cut, tear, or rip from a specific incident or caused by defective furniture mechanism
- Any burn from a specific incident
- Seam separation
- Zipper and button breakage
- Operational or structural failure to frames, springs, mechanisms, motors, levers (hand wands), and power and remote cords used for sleeper, reclining and inclining applications, if they were covered by an original manufacturer warranty that has expired

WHAT IS NOT COVERED

This Protection Plan provides no service or benefit for any of the following items below:

GENERAL

- Any stain or damage that is not specifically listed under the section titled “WHAT IS COVERED”
- When the actions listed in the “REQUIREMENTS FOR SERVICE” (as outlined in the documentation received after purchase) are not followed
- Any stain of unknown origin or accumulation of stains, damage or soil buildup (as well as, perspiration, hair, and body oil) that occurs from repeated use rather than from a particular incident

INELIGIBLE FURNITURE & COMPONENTS

- Furniture sold with stains or damage prior to delivery (“as is”)
- Customer’s Own Material (COM) items
- Stains or damage to “X” cleaning code fabrics and non-colorfast fabrics (fabric that loses color when cleaned according to the manufacturer’s cleaning instructions)
- Components and mechanisms integrated into furniture; including, but not limited to, adjustable bed frames, sinks, plumbing, robotics, TV lifts, fireplace, clocks, refrigerators, or others that are not included in the “WHAT IS COVERED” section
- Wicker and rattan furniture
- Mattresses

IMPROPER MAINTENANCE, CARE, OR MISUSE

- Stains or damage on furniture that has not been properly cared for or maintained, as per your manufacturer’s warranty
- Stains or damage resulting from the improper use or misuse of furniture, including the use of furniture beyond the purpose for which it had been designed
- Stains or damage caused by or resulting in mold or mildew
- Stains or damage, including color loss or color change, caused by cleaning methods other than those recommended by the furniture manufacturer
- Stains or caused by animals, except pet bodily fluid stains. However, repetitive bodily fluid stains are considered preventable occurrences and will not be eligible for Service
- Stains or damage due to intentional and/or pervasive activities, including, but not limited to, cuts, rips, tears, ink, paint, crayon, marker, or pencil damage
- Furniture that shows signs of infestation, including, but not limited to, insects, termites, cockroaches, and rodents

MANUFACTURER QUALITY ISSUES

- Stress tear (tearing or ripping of upholstery within one-half

inch of and parallel to the seam line) or fabric flaws

- Fading, color loss, or color change
- Loss of foam and/or inner spring resiliency (including body impressions)
- Damage resulting from defects in design, materials or workmanship, except for damage specifically listed in the “WHAT IS COVERED” section

NON-HOUSEHOLD ENVIRONMENTS

- Stains or damage that occur during any delivery or installation process, or before the furniture is delivered to your residence
- Stains or damage that occur while the furniture is not located within your residence
- Stains or damage that occur while the furniture is in storage, or being moved to or from storage, or between residences
- Furniture that is, or has been, used for commercial, institutional, or rental purposes, including daycare

WEAR & TEAR CAUSED BY REPEATED USE (OVER TIME)

Damage caused by wear, such as, but not limited to, the following:

- Scuffing or other surface abrasions
- Pilling or fraying of fabric

MISCELLANEOUS

- Odors
- Stains or damage caused during Furniture assembly
- Stains or damage covered under any manufacturer’s warranties, or under any homeowner’s, renter’s, or other insurance policy
- Stains or damage caused by structural problems, including, but not limited to, skylights, roofs, or water pipes
- Stains or damage caused by appliance malfunctions, including, but not limited to, air conditioners and water heaters
- Stains or damage caused by fire, smoke, flood, or other natural disaster
- Stains or damage caused by theft, vandalism, or as a result of any other illegal activity
- Stains or damage caused by independent contractors, such as, but not limited to, maintenance personnel, painters, or other repair or contractor services

