

Guardsman 5 Year Rug Protection Plan

RUG 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.

RUG COVERAGE INCLUDES:

- Any food or beverage stain
- Any human or pet bodily fluid stain (not including perspiration, hair oils or body oils)
- Border tear up to six inches in length caused by a specific incident
- Any household stain
- One incident of pet-related damage that causes a puncture, cut, tear or rip

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”
- 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 RUGS

- Rugs sold with stains or damage prior to delivery (“as is”)
- Customer’s Own Material (COM) items
- Stains or damage to “X” cleaning code rugs and non-colorfast fabrics (fabric that loses color when cleaned according to the manufacturer’s cleaning instructions)

IMPROPER MAINTENANCE, CARE, OR MISUSE

- Stains or damage on rug 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 rug, including the use of rug 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 manufacturer
- Stains or damage 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
- Rugs that show signs of infestation, including, but not limited to, insects, bed bugs, termites or other rodents

MANUFACTURER QUALITY ISSUES

- Seam separation—this involves the stitching coming apart. Ripping or tearing beside the stitching is not considered seam separation.
- Fading, color loss, or color change
- Fringe on rug
- 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 process, or before the rug is delivered to your residence
- Stains or damage that occur while the rug is not located within your residence
- Stains or damage that occur while the rug is in storage, or being

moved to or from storage, or between residences

- Rugs that are, or have 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:

- Pilling or fraying of rug
- Buildup of stains, soil or damage that accumulates slowly over time from repeated use rather than from a specific incident

MISCELLANEOUS

- Odors
- Stains or damage caused during 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

