

## PROTECTION PLAN TERMS AND CONDITIONS

This document and your purchase invoice state all the dispositions of this Protection Plan (Plan), sold by the retailer for the benefit of the Plan owner, and the obligations and services to be provided by Comerco Services Inc. (Comerco) for the product covered by this Plan. This Plan is administered by Comerco. Comerco deposits funds in a guarantee trust fund in order to cover future claims. This trust is also bonded in part by an insurance company. Comerco agrees to provide the following services: advice on stain removal, cleaning, repair or replacement of the covered furniture, conditional upon such services being required as a result of accidental staining or breakage covered by this Plan and resulting from in-home personal use in a single-family dwelling.

### ARE EXCLUDED FROM COMERCO'S RESPONSIBILITY

- A)** Parts covered by the manufacturer's warranty.
- B)** Parts that should be replaced or cleaned periodically under normal usage such as, without being limited to, bulbs, lamps, fuses, filters, batteries or ink cartridges. However, Comerco will pay the labour costs for the replacement of sealed batteries that are not accessible to the Plan owner.
- C)** Outdoor furniture, used furniture, exotic leather, nubuck, bare or unfinished wood, rattan and wicker.
- D)** Discoloured coverings after cleaning with water or simple exposure to water, discolouration, yellowing and deterioration of appearance.
- E)** Damage caused by wear and tear, such as any peeling, cracking and/or tapering of the furniture covering and abrasion of the furniture's surface.
- F)** Alterations in shade or damages following storage, transportation or sun exposure.
- G)** Faulty or inadequate wiring or connections, remote controls and integrated electronic components, except when covered under the Gold Plan or the Electric Bed Plan.
- H)** External causes, rust, insect or rodent infestations, inappropriate use, inappropriate installation, abuse or improper hook-ups, abusive or improper manipulation, a modification, a shock, a fall, chemical corrosion, damage that occurred during delivery or data transmission problems.
- I)** Neglect to follow the manufacturer's recommended maintenance program, any accumulation of dirt or corrosion, mold, sebum, sweat and odours.
- J)** Any stain or any accidental damage resulting from usage of chemical products with the "corrosive" mention on the manufacturer's label.
- K)** Misuse, abuse, scratches, scrapes and normal wear.
- L)** Any incidental damage that is not specifically covered by this Plan.
- M)** Any repairs unauthorized by Comerco.
- N)** In the event of a failure or accidental damage affecting an item that is part of a pair or set, Comerco's responsibility will be limited to the repair, replacement or a credit equivalent to the purchase price of the product that has experienced the failure.
- O)** Damage caused by animals.
- P)** Repetitive bodily fluid stains are considered as preventable events and are not covered.
- Q)** Stains and damages caused by intentional activities.

### GENERAL CONDITIONS

The protection for electric beds is limited, please refer to the Plan Features table to find out which failures are covered.

This Plan is valid for products intended for use in a domestic single-family dwelling only. Products which are installed in common usage areas of a multi-unit dwelling cannot benefit from this Plan. Any type of business is considered commercial and cannot benefit from this Plan. Commercial or rental usage will render this Plan null and void and if no costs have been incurred by Comerco, the Plan owner may obtain a full refund of the Plan from the retailer.

If in-home service is not offered by an authorized service centre in the area where the Plan owner resides when a defect occurs, the Plan owner will be responsible for bringing the covered product to a service centre identified by Comerco.

In the event that it is impossible to remove the stain, or if the furniture requires repairs which are more expensive than the actual value of the product, Comerco reserves the right to replace the affected covering(s) or furniture with a similar product of equivalent quality. Comerco will authorize an in-store credit at a participating Comerco retailer. This credit is equivalent to that of the original furniture, according to the limits of this Plan. The replacement solely applies to the affected item.

Dye lots may vary and furniture may discolour over time. Therefore, it is normal that the colour of replacement coverings or materials used for repair may not fully match the areas not replaced. In the event that the component(s) needed to complete a repair are not available, Comerco's sole obligation will be to replace the furniture. Comerco is not responsible for consequential damage, loss of use, revenue, salary and time due to delays resulting from the failure of the covered product, unavailability of parts or any other difficulty or delay that Comerco may encounter in accomplishing the required repairs.

The maximum liability of the Plan will not exceed the purchase price of the original furniture, as stated on the invoice. Only Comerco care products, which were given at the time of purchase, may be used to maintain the validity of the Plan.

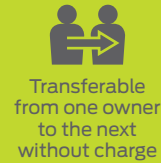
Comerco will replace the product upon the confirmation, by an authorized technician, of a fourth (4<sup>th</sup>) failure of the same major part during the coverage period of the Plan.

From the moment a product has been replaced or a credit provided, Comerco will have met all its obligations and the coverage will become null and void on that specific product.

**CANCELLATION:** Comerco may cancel the Plan at any time, on the basis of fraud.

**TRANSFERABLE:** This Protection Plan is transferable from one owner to another, without charge, by completing the "Protection Plan Transfer Request" online at [comerco.com/ownertransfer](http://comerco.com/ownertransfer).

## PLAN BENEFITS\*



\* See terms and conditions for details. Certain restrictions apply.

\*\* Replacement, after the fourth failure of the same major part, during the coverage period of the Plan.

## FURNITURE

# PROTECTION PLAN



A SIMPLE WORRY-FREE SOLUTION



# FREE CARE KIT

with any Protection Plan purchase

(Not available for Electric Bed Plan)



## GOLD PLAN

### COMPLETE FURNITURE CARE KIT

Fabric - Finished Leather - Vinyl  
Bycast - Synthetic & Bonded Leather  
Wood - Solid Surfaces



## STAINS+ PLAN

### FURNITURE CLEANING KIT

Fabric - Finished Leather - Vinyl  
Bycast - Synthetic & Bonded Leather

### USAGE AND MAINTENANCE TIPS

You should note that no covering is immune from stains and soils. This Protection Plan is not a substitute for the daily or weekly care of your furniture. No furniture should be exposed to direct sunlight. This could alter or dry out the covering. **Always follow the manufacturer's maintenance tips.**

### PROCEDURES FOR THE EXECUTION OF THE PROTECTION PLAN

**Accidental stains:** It is important to react as quickly as possible. Gently clean the stained surface as per the manufacturer's recommendations. Should the stain still be present, use the cleaner you received with your purchase and follow the instructions on the bottle. If the stain is still present, please contact Comerco within fourteen (14) days following the stain onset.

**Failure or accidental damages:** Please contact Comerco within fourteen (14) days following the incident causing the covered defect.

You must provide Comerco with proof of purchase of the Protection Plan and a copy of the original invoice indicating your furniture purchase. It is important these documents are sent to Comerco within thirty (30) days following the initiation of the service call for either a stain, failure or accidental damage. You must send pictures of the stained surface or damage.

If necessary, following reception and evaluation of this information, Comerco will send an authorized technician, free of charge, to clean the stained surface or repair the damaged furniture.

**Customer service:**  
[comerco.com/servicerequest](http://comerco.com/servicerequest)  
or 1-877-710-4653

THIS DOCUMENT AND YOUR RECEIPT MAKE UP THE PLAN WHICH LINKS THE PARTIES

A copy of your invoice may be required in order to obtain service for this Plan.

### PLAN FEATURES\*

#### COVERED PRODUCTS AND MATERIALS

- New furniture, indoor use only
- All futon type furniture, for stains only
- All types of covering, except for suede and nubuck
- Wood and other hard surface furniture, except bare or unfinished wood
- Electric beds, except for the mattress

#### NON-COVERED PRODUCTS AND MATERIALS

All furniture purchased for commercial use, and all used furniture, rattan, wicker, furniture stained prior or during delivery as well as mattresses.

#### YOUR PLAN INCLUDES PROTECTION AGAINST

**THE FOLLOWING STAINS AND ACCIDENTAL DAMAGES\*\*:** This coverage is valid for a total duration of five (5) years, effective from the delivery date.

- All accidental stains\* (on all covered materials)
- Colour transfer caused by jeans and newspaper
- Accidental heat or liquid rings on wood or other hard surface furniture
- Cigarette burns on finished leather
- Chips and breakage of glass resulting from an accident
- Puncture resulting from an accident

**THE FOLLOWING FAILURES:** This coverage is valid for a four (4) year period and starts one (1) year after the delivery date. The total combined coverage period of this Plan and the original manufacturer's warranty shall not exceed five (5) years.

- Structural assembly failure
- Failure of a manual mechanism
- Defects in hinges or hardware
- Replacement of remote control (only once during the coverage period of the Plan)
- Failure of electrical components
- Power surges
- Failure of integrated electrical lighting system
- Seam separation
- Loss of silvering on mirrors
- Joint separation
- Failure of springs

#### NO-LEMON WARRANTY

Replacement of a product after ascertainment by an authorized technician, of the fourth failure of the same major part during the coverage period of the Plan.

### GOLD

### STAINS+

### ELECTRIC BED (excluding mattresses)

New furniture, indoor use only	✓	✓	✓
All futon type furniture, for stains only	✓	✓	
All types of covering, except for suede and nubuck	✓	✓	
Wood and other hard surface furniture, except bare or unfinished wood	✓		
Electric beds, except for the mattress	✓		✓
All accidental stains* (on all covered materials)	✓	✓	
Colour transfer caused by jeans and newspaper	✓	✓	
Accidental heat or liquid rings on wood or other hard surface furniture	✓		
Cigarette burns on finished leather	✓		
Chips and breakage of glass resulting from an accident	✓		
Puncture resulting from an accident	✓		
Structural assembly failure	✓		✓
Failure of a manual mechanism	✓		✓
Defects in hinges or hardware	✓		✓
Replacement of remote control (only once during the coverage period of the Plan)	✓		✓
Failure of electrical components	✓		✓
Power surges	✓		✓
Failure of integrated electrical lighting system	✓		✓
Seam separation	✓		
Loss of silvering on mirrors	✓		
Joint separation	✓		
Failure of springs	✓		
Replacement of a product after ascertainment by an authorized technician, of the fourth failure of the same major part during the coverage period of the Plan.	✓		✓

### YOUR PLAN CHOICE:

\*See terms and conditions for additional details on the protection and exclusions.

\*\*All damages cause by chemical products with the mention "Corrosive" on the manufacturer's label are excluded.

INVOICE NUMBER: \_\_\_\_\_