



CONGRATULATIONS on protecting your new furniture investment with:

**The ALL Stain
5 Year Service Plan**

**for Upholstered
Furniture**

or

**for Wood &
Dining Furniture**

Invoice #: _____

Date: _____

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

Based on the choice of any of the **ALL STAIN Service Plans** identified above (ALL STAIN 5 year Service Plan for Upholstered Furniture or ALL STAIN 5 year Service Plan for Wood & Dining Furniture), we guarantee to the owner of the new furniture that S.O.S. Warranty Services INC. will provide service for the applicable coverages for your ALL STAIN service plan option. Service steps are:

- STEP 1: Attempt to clean the applicable stain or inspect the non-stain covered issue;
- STEP 2: Attempt to repair;
- STEP 3: Replace if other steps are unsuccessful.

A. Under the **ALL STAIN** service plan for **Fabric & Microfiber**, all coverage is for **5 years Full coverage PLUS 5 years limited spot cleaning only coverage** for the new furniture starting from the date of delivery against:

- i. **ALL ACCIDENTAL STAINS** that occur as a result of a specific incident.
- ii. Note the Limited additional 5 year spot cleaning only coverage against ALL stains would only include attempting to clean the stain; in the event the stain cannot be removed, there would be no further service of any type provided.

B. Under the **ALL STAIN** service plan for **Leather, Bycast & Vinyl**, all coverage is for **5 years Full coverage PLUS 5 years limited spot cleaning only coverage** for the new furniture starting from the date of delivery against:

- i. **ALL ACCIDENTAL STAINS** that occur as a result of a specific incident; PLUS
- ii. Accidental cigarette burns; and
- iii. Accidental cuts/incisions/perforations excluding those caused by animals or manufacturing defects.
- iv. Note the Limited additional 5 year spot cleaning only coverage against ALL stains would only include attempting to clean the stain; in the event the stain cannot be removed, there would be no further service of any type provided.

C. Under the **ALL STAIN** service plan for **Wood and Dining Furniture**, all coverage is for **5 years** for the new furniture starting from the date of delivery against;

- i. **ALL ACCIDENTAL STAINS** that occur as a result of a specific incident;

PLUS Additional non-stain coverage, for all finished Wood Surfaces, includes:

- ii. White heat rings & white liquid rings;
- iii. Accidental glass & mirror breakage;
- iv. Loss of silvering on mirror;
- v. Lifting of the veneer;
- vi. Structural frame & joint defects;
- vii. Defective hinges & hardware;
- viii. Mechanism (non-electrical) failure;
- ix. Reupholstering of ALL dining room chairs, limited to one time only, if a stain cannot be removed and the original upholstery is no longer available.

4 EASY WAYS TO MAKE A SERVICE CLAIM...24 / 7 accessibility to service claim registration:

Have your **invoice** number readily available and do one of the following **within 14 days** of noticing an accidental stain or applicable covered issue:

1. If you own an **APPLE** or **ANDROID** smart phone or tablet, download the **FREE "SERVICE BY EXCELSIOR" APP** from your respective APP store. Submit your claim by completing all the required fields on the APP including attachment of a photo if possible; OR
2. Go to www.excelsiorservice.com and follow the prompts/buttons (ENGLISH – SUBMIT – CANADA – REGISTER NOW). Submit your claim by creating an account, registering the coverable items and then completing all the required fields on the submit a claim form including a photo if possible; or
3. Contact our **Customer Care Department at 1-800-661-7313**, press option 2 and then option 1 to reach your dedicated customer service specialist, who will be more than happy to start the claim process with you. Our call center is open on regular business days Monday to Friday 9am to 5pm eastern time. All other hours, we would recommend using option 1 or option 2 from above or emailing your service specialist at service@soswarranty.com
4. You can also e-mail us directly at service@soswarranty.com or service@phoenixamd.com

At a certain stage in the service process, the owner of this service plan may 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 S.O.S. Warranty Services Inc. and / or Phoenix A.M.D. International Inc. in their efforts to perform their obligations under this service plan.

1. In the event of a stain, immediately attempt to clean the stained area with the cleaner provided if applicable according to the directions on the bottle, or as recommended by one of our customer care representatives.
2. Should the stain persist, for best results and to comply with the terms and conditions of this service plan, **a service claim must be submitted within 14 days** from the appearance of the stain by using one of the 4 easy ways to make a service claim as outlined earlier. We will have the stained area professionally cleaned by an authorized cleaning technician, at no charge to the owner of this service plan. To assist the cleaning technician in preparing for the service call, the owner of this service plan may be asked to email photos of the stain and stained area to service@soswarranty.com.

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, we will, at our sole discretion, attempt to repair the stained area of the material/item.
4. In the event service is required for a non-stain issue under the ALL STAIN service plan coverage as outlined in the service plan, **a service claim must be submitted within 14 days** of the appearance of the applicable covered problem. S.O.S. 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, S.O.S. 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, S.O.S. 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 cleanings or repairs are limited to the original purchase price of the stained item only.
- Approved replacements are for the stained piece only and do NOT include 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 or defective piece only, from the retail location of the original purchase; otherwise, S.O.S. 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 S.O.S. 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.
- The service plan provides full coverage for a total of 5 years, including the manufacturer warranty, for non-stain issues.

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.
- Odours or Bleeding of colours associated with non-colourfast fabrics or finishes.
- Excluded from the ALL STAIN service plans are stains caused by all corrosives including bleach and those that permanently damage/burn/destroy the material, general overall soiling accumulated over time from everyday use including the accumulation of body perspiration and body & hair oils. Other exclusions include normal wear and tear, damage, defects or inherent features of any kind; damage caused by radioactive contamination and acts of nature such as floods, fires, etc...; problems described as premature fabric failure, seam separation including rips and tears along a seam line or other manufacturing defects; discolouration, lifting or changes other than staining to a leather finish, cracking/peeling/scratches on leather finish, animal damage other than animal stains; scratches and dents on wood and dining furniture.
- All work performed by a non-authorized cleaning or repair technician is excluded.
- S.O.S Warranty Services Inc. is not responsible for the delay of any ordered parts that are beyond their control.
- This service plan does not apply to silk, plastic, metal, area rugs, or wall-to-wall broadloom or mattresses, furniture made of or containing metal, stone, plastic, slate and/or marble or "ready to assemble" furniture.
- Also excluded are claims associated with fraud, hostilities, confiscation by authorities, risk of contraband, and illegal activities. Consequential or indirect damage of whatever kind, bloody injury or property damage to third parties, punitive damage and legal fees.
- S.O.S. Warranty Services Inc. and Phoenix A.M.D. International Inc. strongly recommend that no other fabric 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 and contact the service department at 1-800-661-7313.