

SECURITY

adjustable base protection plan

ESSENTIAL

Extend the life of your
new adjustable bed.



TEPPERMAN'S
AT HOME SINCE 1925

WHAT DOES YOUR 10 YEAR ADJUSTABLE BASE PLAN COVER?

Repair Protection: Product defects in materials or workmanship, including parts and labour

Power Surge Protection: In the absence of insurance

Replacement Protection: Piece replacement in instance replacement parts are not available

No Lemon Guarantee: Piece replacement after three service repairs for the same reported issue instead of a fourth repair

WHAT LIMITATIONS AND EXCLUSIONS DOES THE 10 YEAR ADJUSTABLE PLAN HAVE?

Physical damage from animals

Product used in public area, rental or commercial environment

Damage related to the Covered Product's appearance

Wear and tear, mishandling, abuse, neglect or failure to comply with manufacturer's instructions for use



WHEN COVERED ACCIDENTS OCCUR:

VISIT [SERVICE.ZUCORAHOME.COM](https://www.zucorahome.com) to submit a service request at your convenience **OR CALL 1-800-388-2640** for live assistance from Zucora Home's team of customer solutions experts.

In-home service from a certified professional technician when necessary

Replacement adjustable base if we can't repair your covered problem

REMEMBER
to read your plan
carefully to understand
what's covered and
not covered.

TEPPERMAN'S ADJUSTABLE BASE PROGRAM

10 YEAR PROTECTION PLAN



This Adjustable Base Service Plan ("Plan") is administered by Zucora Inc. ("us", "our", "we" or "Zucora Home") and is effective for a period of up to ten (10) years from the date of delivery ("Effective Date"), for the item(s) covered by this Plan ("Covered Products") for the benefit of the owner ("you", "your", or "Customer") of the Covered Products. For the purpose this Plan, a "Split Queen" or "Split King" is considered one Covered Product and requires only one Plan. This Plan is an agreement between Zucora Home and you, the Customer, and is subject to the compliance with the provisions hereof and the exclusions set out below and represents the entire agreement between the parties. No representation, promise or condition not contained herein shall modify these terms. Commencing on the Effective Date and during the period that the Covered Products are eligible for service under this Plan, the Customer shall be entitled to receive the remedial services ("Services") from Zucora Home as described in the "What is Covered?" section below. This Plan does not include Services in any situation or circumstance described in the "What is NOT Covered" section below.

1.0 WHAT IS COVERED – This Plan, which must be purchased prior to or within thirty (30) days of delivery of the Covered Product, provides for either the repair or replacement of the Covered Product subject to the following terms and conditions:

- A) Coverage Period: Services provided by this Plan are available following the first year of ownership or upon the expiration of the original manufacturer's "parts and labour" written warranty, whichever length of time is greater. This Plan terminates upon replacement of the Covered Product or 10 years following the date of delivery, whichever first occurs ("the Coverage Period"). Covered products have to be delivered to the owner stain and damage free.
- B) Repair Protection: If your Covered Product is eligible for repair protection that this Plan provides, we will, at our discretion, repair or replace your Covered Product to its standard operating condition provided the Covered Product, during normal residential usage, fails to perform its intended functions due to normal wear and tear; mechanical or electrical failure; or a defect in either materials or workmanship not otherwise covered by the manufacturer's warranty. Parts used to repair the Covered Product may be new, used, refurbished or non-original manufacturer's parts that perform to factory specifications of the Covered Product within the remaining limit of liability amount. Zucora Home cannot guarantee the time frame in which repairs will be completed.
- C) Replacement Protection: If the Covered Product is eligible for replacement protection that this Plan provides, the Covered Product will be exchanged one time only during the Coverage Period. If a like or kind product is unavailable, we, at our discretion, may provide you with the original purchase value of the product, not including taxes, shipping or handling; in the form of a direct payment, or issuance of a gift card or credit voucher.
- D) Power Surge Protection: This Plan provides for power surge protection during the Coverage Period in the absence of any other insurance or service contract coverage. If your Covered Product is damaged as a result of a power surge, we will service your product in accordance with the terms herein.
- E) No Lemon Guarantee: This Plan provides that following the expiration of the manufacturer parts and labour warranty term and after three service repairs have been completed for the same problem, on an individual Covered Product that requires a fourth repair, we shall replace the product with one of like kind and quality, not to exceed the original purchase price of the Covered Product.
- F) Adjustable Bed Equipment: This Plan provides for repair or replacement coverage in the event of defects or damage to motors, mechanisms, electrical components, controllers or remote devices used under normal residential conditions, following the period of the manufacturer's parts and labour warranty, for up to 10 years from the Effective Date.
- G) Exchanged Items: Any items eligible for exchange must be exchanged with products provided by Retailer. The old item(s) must be returned to the original Retailer.

2.0 LIMIT OF LIABILITY – The total amount that we will pay for repairs made in connection with any and all claims that you make pursuant to this Plan shall not exceed the purchase price of the Covered Product, less taxes. In the event that we make payments for repairs, which in the aggregate, are equal to the purchase price of the Covered Product, or we replace the product with a new product of equal or similar features and functionality, we will have no further obligations under this Plan.

3.0 TO OBTAIN ZUCORA HOME PLAN SERVICES – If the Covered Product is no longer covered by the manufacturer's parts and labour warranty and should require service, contact Zucora Home within 14 days of failure of the Covered Product, by calling during normal business hours, toll free at 1-800-388-2640 or by visiting us at service.zucorahome.com) to submit a service request. A copy of the original bill of sale is required to be provided. At our discretion we may also request photos of the damaged item in order to expedite service claim.

4.0 REGISTRATION AND ELIGIBILITY – To be eligible to receive the Services, this Plan requires registration with Zucora Home or proof of purchase of the Covered Product and Plan. Tepperman's will register the Plan on your behalf. You acknowledge, approve and permit the collection, use and disclosure of personal information regarding your purchase of the Plan, and we agree to use and maintain your personal information in compliance with all applicable privacy laws and regulations for the purpose of administering the services under this Plan. This Plan is neither transferable nor renewable beyond the Coverage Period.

5.0 YOUR RESPONSIBILITIES – You must follow the instructions for use contained in the owner's manual for the Covered Product. Failure to use the Covered Product in accordance with the manufacturer's instructions may result in denial of coverage under this Plan.

6.0 WHAT IS NOT COVERED – Request for Services can not be accepted by Zucora Home under any of the following circumstances:

- A) Failure of any Covered Product that is not operated in compliance with the manufacturer's specifications or instructions for proper use;
- B) Abuse or misuse of the Covered Product;
- C) Any damage or failure related to the Covered Product's appearance.
- D) Any Covered Product or equipment located outside of Canada;
- E) Any Covered Product(s) sold without a manufacturer's warranty providing parts and labour coverage for a minimum of one year following the Effective Date;
- F) Maintenance, repair or replacement caused by loss or damage resulting from any condition other than normal residential use or operation of the Covered Product, including but not limited to, theft, exposure to weather conditions, operator negligence, improper electrical or power supply or damage from exceeding weight limit restrictions as defined by the manufacturer;
- G) Unauthorized repairs, improper installation, alterations or attachments or any costs associated with the removal or disposal of a Covered Product requiring replacement;
- H) Absence of manufacturer-specified maintenance, improper equipment modifications, vandalism, animal or insect infestation, rust, dust, corrosion, defective or expired batteries, battery leakage, noises, squeaks, or other intermittent or non-recurring complaints; or acts of nature or any other cause originating from outside the Covered Product;
- I) Any and all conditions existing prior to the Effective Date of this Plan;
- J) Service required as a result of improper storage, improper ventilations, reconfiguration of the Covered Product, use or movement of the Covered Product, including the failure to position or place the Covered Product in an area that complies with the manufacturer's published specifications;
- K) Any use of the Covered Product that is not consistent with the design, purpose for intentional use as prescribed by the manufacturer;
- L) Installation, placement or location of the Covered Product that prevents normal service to the Covered Product;
- M) Failure to use reasonable efforts to protect the Covered Product from further damage following occurrence of a Covered Product failure;
- N) Damage to any items associated with the use of the Covered Product including, but not limited to mattresses, linens, cabling or consumable parts such as batteries or lights;
- O) Covered Product(s) with removed or altered serial numbers;
- P) Damage or any Covered Product failure that is covered by the original manufacturer within the manufacturer's "parts and labour" warranty period, or coverage provided by another insurance or service contract, or any Covered Product subject to factory recall;
- Q) Cleaning, preventive maintenance or customer education;
- R) Any consequential damage or delay in rendering service under this Plan or any loss of use during the period that the Covered Product is awaiting parts or repair;
- S) Custom installations, inaccessibility to the Covered Product, dismantling or re-installation of any items, accessories or infrastructure not directly related to the Covered Product;
- T) Anything that is not specifically included as being covered by this Plan.

7.0 PLAN ADMINISTRATION – This Plan is administered by Zucora Inc. All service requests and/or inquiries must be submitted directly to Zucora Home. Tepperman's is not responsible for any claims or service obligations under this Plan. The Customer agrees to reasonably cooperate with Zucora Home in any efforts to provide Services under this Plan. Any provision contained here in which is found to be contrary to any federal, provincial, or local law shall be deemed null and void however, the remaining provisions shall continue in full force and effect. By purchasing, registering or authorizing Tepperman's to register this Plan with Zucora Home, Customer agrees that the obligations provided in this Plan shall constitute the full and only remedies for any failure of the Zucora Home product or service to function as herein provided. In no event shall Customer have any other remedy at law or equity for any direct, indirect, consequential or punitive damages for the failure of the Zucora Home product or service to perform. Canada only. Any provision contained herein which is found to be contrary to any local law shall be deemed null and void; however, the remaining provisions shall continue in full force and effect. By registering, or authorizing the registration of this Protection Plan with Zucora Home, the Owner agrees that the obligations provided in this agreement shall constitute the full and only remedies for any failure of Zucora Home or any of our products or services to perform as indicated. In no event shall the Owner have any other remedy at law or equity for any direct or indirect consequences arising from this Protection Plan.