

SECURITY

upholstery & area rug protection plan

PREFERRED

Because it won't
fit in the washing
machine...



WHAT DOES THE 5 YEAR PREFERRED PROTECTION PLAN FOR UPHOLSTERY & AREA RUG COVER?

Food & beverage stains

Human, pet bodily stains (except perspiration, hair and body oils)

Dye transfer from denim and newsprint

Punctures, tears, rips and cigarette burns

Full set replacement in instance replacement parts are not available

Unlimited number of service claims

Spring, frames, mechanisms, motors, levers, gear units/pistons, control modules, transformers, switches, remotes, massage units, heat units and wiring connectors.

WHAT LIMITATIONS AND EXCLUSIONS DOES THE 5 YEAR PREFERRED PROTECTION PLAN HAVE?

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

Damage to electrical components arising from improper installation, moisture, liquid spills, lightning, power failures and/or power surges, or physical damage

Physical damage from animals

Product damaged in transit, moving, relocation or storage

Stretching of upholstery cover

Product used in public area, rental or commercial environment

Acts of God, fraud, intentional acts, war or hostilities

Damage covered by any insurance program

Cracking and peeling

WHEN COVERED ACCIDENTS OCCUR:

VISIT SERVICE.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

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

TEPPERMAN'S PREFERRED PROTECTION

5 YEAR PREFERRED UPHOLSTERY AND AREA RUG PROTECTION PLAN



This Preferred Upholstery and Area Rug Protection Plan ("Protection Plan") is administered by Zucora Inc. ("us", "our", "we" or "Zucora Home") and is effective for a period of up to five (5) years from the date of delivery ("Effective Date"), for the item(s) covered by this Protection Plan ("Covered Products"), for the benefit of the owner ("you", "your" or "Owner") of the Covered Products. The Protection Plan is an agreement between Zucora Home and you the Owner, and is subject to 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. Coverage as listed below is available in part or full, depending on the Protection Plan you purchased as confirmed by your sales receipt.

OBLIGATIONS OF ZUCORA HOME TO OWNER OF ITEMS COVERED BY THIS PROTECTION PLAN:

1.0 COVERAGE FOR UPHOLSTERED FURNITURE – In the event the Covered Product is fabric, full or top grain leather, leather-look, bi-cast leather, bonded leather, or vinyl furniture and the upholstery becomes accidentally stained or damaged from a specific incident by:

- a) Food & beverage stains;
- b) Human and pet bodily fluids (not including perspiration);
- c) Dye transfer (denim and newsprint);
- d) Accidental puncture, rip, tear or cigarette burn;
- e) Frame, springs, joints or mechanisms; Zucora Home agrees to provide the Plan Services outlined in Section 4.0 with respect to the stained or damaged area. For a list of what is not covered by the Plan Services, see Section 7.0.

2.0 COVERAGE FOR POWER MOTION COMPONENTS – In the event the Covered Product is a powered motion upholstered product, and the Covered Product experiences a mechanical or electrical failure; we agree to provide the Plan Services outlined in Section 4.0 to restore the Covered Product to its normal operating condition. The Power Motion Coverage includes failed motors, gear units/pistons, control modules, transformers (backup batteries excluded), switches, remotes, massage units, heat units and wiring connectors. This coverage is limited to manufacturing and material defects that appear under normal use and operation in accordance with the manufacturer's guidelines. Coverage is subject to a maximum combined period (including both the initial manufacturer's warranty followed by the provisions of this Protection Plan) for up to five (5) years from the Date of Delivery.

3.0 COVERAGE FOR AREA RUGS – In the event the Covered Product becomes accidentally stained by common household foods and beverages, or human and pet bodily fluids; Zucora Home agrees to provide the Plan Services outlined in Section 4.0 with respect to the stained area.

4.0 AVAILABLE PLAN SERVICES – The following Plan Services will be provided by Zucora Home for your Covered Product under this Protection Plan:

- a) You may request advice for stain removal and/or repair by contacting us at 1.800.388.2640 during normal business hours or by submitting a request at service. ZucoraHome.com. To assist in providing the best solution for you, we will request photos of the stained or damaged area; and we may, at our discretion, deliver cleaning product designed for the reported stain;
- b) If the accidental damage or stain persists, Zucora Home will arrange to have the Covered Product serviced at your location by a professional technician at no additional charge to you;
- c) If the technician determines that stain removal or damage repair must be made away from your location, the Covered Product will be removed, cleaned or repaired and returned at no additional charge to you;
- d) If the technician cannot remove the stain or repair the accidental damage, we will replace the damaged portion subject to the availability of the replacement parts;
- e) If replacement parts are not available, or the accidental damage or mechanical or electrical failure to the Covered Product cannot be repaired, Zucora Home agrees to exchange the Covered Product with a similar item of comparable value to the original purchase price (excluding taxes and delivery). If the damaged Covered Product was purchased as part of a coordinating collection (same upholstery cover and colour) such as a sectional or sofa, loveseat and chair and the item requiring service has been discontinued, then these will be considered a single item replacement for the purpose of replacement, provided this Protection Plan was purchased to cover all items. The original Covered Product must be returned to Tepperman's. Zucora Home will issue to the Owner a Return Authorization to exchange the Covered Product. The exchange must be completed within thirty (30) days of issuance, otherwise the maximum liability is the amount paid by you for this Protection Plan (excluding taxes);
- f) Zucora Home is not responsible for variations in dye lot of any replacement items, materials or products;
- g) With the replacement of any Covered Product, the obligations of Zucora Home under this Protection Plan for the replaced Covered Product will have been fulfilled and no further service will be provided.

5.0 REGISTRATION AND ELIGIBILITY – To be eligible for Plan Services, this Protection Plan requires registration with Zucora Home (Tepperman's will register this Protection Plan on your behalf). Protection Plans are not refundable and not renewable beyond the registered coverage period and are limited to the Covered Product's original Owner.

6.0 TO OBTAIN ZUCORA PLAN SERVICES – Claims for Plan Services must be made to Zucora Home within 14 days of the occurrence of the accidental stain or accidental damage to the Covered Product under this Protection Plan. Claims will only be considered by Zucora Home, subject to the following: a) Covered Products are delivered to the Owner soil free and without stains, flaws, tears, rips, scratches or any other damage. Covered Products sold "as is" except any pre existing damage, as noted at the point of sale; b) Cleaning of stained area or repair of the Covered Product is performed only as directed by Zucora Home.

7.0 PLAN EXCLUSIONS – Requests for plan services cannot be accepted by Zucora Home for any of the following:

- a) Anything not specifically identified and included as covered by this Protection Plan;
- b) Failure to comply with the manufacturer's instructions for use, cleaning or maintaining the Covered Product;
- c) Power Motion Component Coverage only: damage resulting from improper installation, moisture, liquid spills, lightning, power failures and/or power surges, or physical damage;
- d) Wear and tear, mishandling, abuse, neglect, accumulated soiling, accumulation of damage, build up of perspiration and body or hair oils, mould, mildew, fading or any colour variation or odours;
- e) Stains caused by nail polish, paint, bleach, corrosives, acids, X-coded fabrics or non-colourfast fabrics, natural materials such as silk, virgin wool or natural unfinished/nubuck or naked leathers;
- f) Motor oil and mechanical grease;
- g) Natural markings or characteristics in leather that cause appearance variations;
- h) Any unfinished natural wood, ceramic, quartz, marble, or similar materials;
- i) Scratches, cracking or peeling of any upholstered material;
- j) Stretching of the covering material, stress tear, material flaws, fabric pulls, fabric pilling, fraying, buttons or deterioration of any material components;
- k) Damage caused by animals (other than accidental staining by pet bodily fluids);
- l) Abuse or misuse of the Covered Product;
- m) Covered Products while in transit, moving, relocation or storage;
- n) Acts of God, fraud, intentional acts, war or hostilities of any kind arising from illegal activity;
- o) Damage covered by any insurance program

8.0 COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION – This Agreement evidences your consent to:

- a) Tepperman's collection, use and disclosure of your personal information in accordance with the privacy policy, available on its website at <https://www.teppermans.com/security-and-privacy>. This may include the collection by Tepperman's of such personal information and disclosure of that personal information to Zucora Home, as is necessary for Zucora Home to fulfill its obligations under and administer the Protection Plan;
- b) Zucora Home's collection use and disclosure of your personal information in accordance with its privacy policy, which is available on its website at: <http://www.ZucoraHome.com/privacy-policy>. This may include the collection and use by Zucora Home of such personal information as is necessary for us to fulfill our obligations and administer the Protection Plan. In the event of a claim, it may include disclosure of such personal information to our service partners involved in delivering Plan Services, as is necessary for those third parties to deliver such services.

9.0 NOTE TO OWNER: This Protection Plan is provided by Zucora Home. All claims and/or inquiries must be submitted directly to us. Tepperman's is not responsible for any claims or service obligations provided under this Protection Plan. The maximum coverage liability of this Protection Plan shall not exceed the original purchase price of the Covered Product(s). The Owner shall reasonably cooperate with us in our efforts to provide the services under this Protection Plan. 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 agreement with us, the Owner agrees that the obligations provided in this agreement shall constitute the full and only remedies for any failure of our product or service to function as warranted. In no event shall the Owner have any other remedy at law or equity for any direct or indirect consequences of the failure of our product or service to perform.

