



5 Year Total Care Protection Plan

Keep this Protection Plan and your original invoice. Any stain or damage must be reported to Ultra Shield within thirty (30) days of the date that the stain or damage occurred. Notify Ultra Shield by calling (800) 866-9636.

Si usted necesita un Plan de Protección en Español, favor llamarnos al (800) 866-9636.

TERMS OF SERVICE:

This Five (5) Year Ultra Shield Total Care Protection Plan ("Protection Plan") is a Service Contract between you, the original purchaser and consumer, and Ultra Shield, the administrator and provider of this Service Contract.

- This Protection Plan is not a cleaning or maintenance contract, insurance policy, or your original manufacturer's warranty. It only covers accidental damage from normal household use, as listed in the "WHAT IS COVERED" section, of new furniture up to \$20,000 in retail value.
- This Protection Plan is only valid for new furniture purchased at the same time as this Protection Plan, and appears on the sales receipt as such. It is valid for a period of five (5) years ("the Term") from the delivery date of your new furniture. It is not renewable and is non-transferable.
- If a stain or damage listed in the "WHAT IS COVERED" section occurs during the Term of this Protection Plan, Ultra Shield agrees to provide Service ("Service") as outlined in the "SERVICE PROCEDURES" section of this Protection Plan.
- You must retain this Protection Plan and the sales receipt for both the furniture and this Protection Plan.

SERVICE PROCEDURES:

If Ultra Shield determines that the reported stain or damage is covered under this Protection Plan, Ultra Shield will perform one or more of the following:

- Ultra Shield may provide a cleaning kit or consultation on how to remove the stain.
- Ultra Shield may dispatch an authorized technician to remove the stain or repair the damaged area.
- Ultra Shield may replace all or part of the affected area, component, or piece of furniture. Dye lots vary and furniture may fade over time, so replacements may not exactly match the color of non-replaced areas.
- Ultra Shield may provide for a store credit at the original store where purchased in an amount equal to the original purchase price of the affected piece of furniture ("Reselection"). Your Reselection store credit is only valid for 60 days after notification by Ultra Shield.
- Replacement, or Reselection will complete your coverage under this Protection Plan on the area, component, or piece of furniture. Replaced or Reselected furniture may be eligible for a new Ultra Shield Protection Plan at Ultra Shield's discretion.
- If you submit a covered claim for a stain or damage that Ultra Shield is unable to repair and the particular store location where you originally purchased your furniture has closed, no longer carries Ultra Shield as a supplier, changed ownership, or has stopped selling new furniture since your purchase, Ultra Shield will provide a pro rata refund of the original purchase price of this protection Plan, which will fulfill your coverage under this Protection Plan.

REQUIREMENTS FOR REQUESTING SERVICE:

Failure to meet any of the following requirements can result in a denial of Service under this Protection Plan.

The furniture must have been delivered and installed soil-free and damage-free from the store where it was purchased. You must have performed all routine and preventative maintenance, as recommended by the manufacturer.

1. Any stain or damage must be reported to Ultra Shield within thirty (30) days of the date that the stain or damage occurred. Notify Ultra Shield by calling (800) 866-9636.
2. If a spill occurs, simply blot with a clean, dry cloth. If the stain persists, please contact Ultra Shield before attempting any further cleaning.
3. You must provide Ultra Shield with a copy of the sales receipt and a copy of this Protection Plan within 5 business days after reporting your stain or damage.

WHAT IS COVERED:

This Protection Plan provides Service for accidental stains or damage from only the items listed in the "WHAT IS COVERED" section of this Protection Plan:

Fabric Upholstered Furniture:

1. Any food or drinks normally consumed by humans
2. Human bodily fluids
3. Pet bodily fluids.*
4. Vomit*
5. Gel pen
6. Highlighter
7. Crayon
8. Grass
9. Grease
10. Iodine
11. Shoe polish
12. Puncture, cut, tear, or rip from a specific incident
13. Any cigarette burn from a specific incident

Leather / Vinyl Upholstered Furniture:

1. Any food or drinks normally consumed by humans
2. Human bodily fluids
3. Pet bodily fluids*
4. Gel Pen
5. Highlighter
6. Crayon
7. Grass
8. Grease
9. Iodine
10. Shoe Polish
11. Puncture, cut, tear, or rip from a specific incident
12. Any cigarette burn from a specific incident
13. Blue jean dye transfer
14. Newspaper print transfer

Wood Furniture:

1. Any food normally consumed by humans
2. Liquid rings from beverages
3. Scratch, gouge, or chip that penetrates the finish
4. Heat marks from hot food, beverages, or dinnerware
5. Any cigarette burn from a specific incident
6. Lifting or bubbling of veneer
7. Chip or breakage of glass or mirrors
8. Loss of silvering on mirrors
9. Failure of integral electrical components in wall units or cabinets

* Qualifies for cleaning services only.

WHAT IS NOT COVERED:

This Protection Plan provides no Service or benefit for any of the following:

General

- Any stain or damage that is not specifically listed under the section titled "WHAT IS COVERED".
- When the actions listed in the "REQUIREMENTS FOR SERVICE" have not been followed.
- Any accumulation of stains or damage, including stains, damage, or soil buildup (as well as perspiration, hair and body oil) that occurs from repeated use, rather than from a particular incident.
- Any unknown stains or damages.

Ineligible Furniture & Components

- Furniture sold with stains or damage prior to delivery ("as is").
- Stains or damage to "X" cleaning code fabrics and non-colorfast fabrics (fabric that loses color when cleaned according to the manufacturer's cleaning instructions).
- Naked or nubuck leathers.
- Components and mechanisms integrated into furniture; including, but not limited to, sinks, plumbing, TV lifts, fireplace, clocks, and refrigerators.

Improper Maintenance, Care or Misuse

- Stains or damage on furniture 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 furniture, including the use of furniture beyond the purpose for which it had been designed.
- Stains or damage resulting from the improper, in home movement of furniture.
- Stains or damage, including color loss or color change, caused by cleaning methods other than those recommended by the furniture manufacturer.
- Stains or damage caused by animals, except pet bodily fluid stains. Pet bodily fluids qualify for cleaning services only. Affected portions will not be replaced. However, repetitive bodily fluid stains are considered preventable occurrences and will not be eligible for Service.
- Stains or damage due to extensive activities including, but not limited to, cuts, rips, teething marks, tears, and ink or pencil damage.
- Furniture that shows signs of infestation including, but not limited to, insects, termites, cockroaches, and rodents.

Manufacturer Quality Issues

- Stress tear (tearing or ripping of upholstery within one-half inch of and parallel to the seam line), or fabric flaws.
- Fading, color loss or color change.
- Loss of foam and/or innerspring resiliency (including body impressions).
- 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 or installation process, or before the furniture is delivered to your residence.
- Stains or damage that occur while the furniture is not located within your residence.
- Stains or damage that occur while the furniture is in storage, or being moved to or from storage, or between residences.
- Furniture that is, or has 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:

- Scuffing or other surface abrasions.
- Stains or damage caused by wear.
- Pilling, pulls, snags, seam separation, or fraying of fabric.
- Loose joints.
- Cracking and peeling

Miscellaneous

- Dyes and caustic solutions and chemicals.
- Odors.
- Feces.
- Vomit stains qualify for cleaning services only. Affected portions will not be replaced.
- 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.

Additional Terms

- Falsified information will void this Furniture Protection Plan.
- Customer will be responsible for any charges for missed appointments for service if prior arrangements have not been made.

OBLIGATIONS OF ULTRA SHIELD UNDER THIS PROTECTION PLAN ARE BACKED BY THE FULL FAITH AND CREDIT OF ULTRA SHIELD AND (EXCEPT IN CERTAIN STATES AS SPECIFIED BELOW) ARE NOT GUARANTEED UNDER A SERVICE CONTRACT REIMBURSEMENT INSURANCE POLICY. ULTRA SHIELD IS NOT LIABLE UNDER THIS PROTECTION PLAN FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RELATING TO EITHER THE SERVICES PROVIDED UNDER THIS PROTECTION PLAN OR THE FURNITURE COVERED BY THE PROTECTION PLAN.

You have the right to cancel and return this Protection Plan for a full refund of the purchase price within twenty (20) days after delivery of the Protection Plan to you (or after thirty (30) days in HI & IL or after sixty (60) days in CA). If no Service has been provided under the Protection Plan, the Protection Plan is void and the retailer from whom the Protection Plan was purchased shall refund to you the full purchase price of the Protection Plan. A cancellation fee equal to the lesser of ten percent (10%) of the Protection Plan price or Fifty and 00/100 Dollars (\$50.00) may be deducted from the purchase price, except no fee will be deducted in the following states or where otherwise prohibited by law: AL, AR, CA, HI, MD, MO, NM, NV, NY, SC, TX, VT, WA, WY. To the extent that NV law gives you the right to return your Plan after the 20-day period described above, you may request cancellation in writing and Ultra Shield will give you a pro rata refund based on the time remaining under the Protection Plan, less a cancellation fee equal to the lesser of ten percent (10%) of the Protection Plan price or Twenty-Five and 00/100 Dollars (\$25.00). In CA & IL, the Protection Plan may be cancelled at any time (whether or not you have made a claim) for a pro rata refund based on the time remaining under the Protection Plan, less a cancellation fee equal to the lesser of ten percent (10%) of the Protection Plan price or Twenty-Five and 00/100 Dollars (\$25.00). In FL, you may return the Protection Plan at any time for a pro rata refund based on ninety percent (90%) of unearned pro rata premium less any claims that have been paid or less the cost of repairs made.

A ten percent (10%) penalty per month shall be added to any refund that is not paid within thirty (30) days of the return of the Protection Plan to the retailer from which the Protection Plan was purchased. The right to return the Protection Plan is non-transferable and applies only to the original Protection Plan purchaser.

You may not cancel this Plan after expiration of the applicable return period described above. This Plan may not be cancelled by Ultra Shield; although under certain circumstances your coverage may end following resolution of a claim, as described in the "Service Procedures" section on Page 1. The purchase price of your Protection Plan is listed in your sales receipt. There is no deductible under the Protection Plan. No claims will be paid without prior authorization. You may not sell or transfer your rights under this Protection Plan to another person. Except as provided above, you do not have the right to cancel the Protection Plan if you return the product covered or the product covered is sold, lost, stolen or destroyed. You do not have the right to renew this Protection Plan after it expires. In the following states, unresolved complaints concerning a registrant or questions concerning the regulation of Service Contract providers may be addressed to: NY: Department of Licensing and Regulation at PO Box 121, New York, NY; NH: In the event you do not receive satisfaction under this Protection Plan, you may contact the New Hampshire Insurance Department at 21 South Fruit Street, Suite 14, Concord, NH 03301, or 603-271-2241; TX: Department of Licensing and Regulation at P.O. Box 12157 Austin, Texas 78711; SC: South Carolina Department of Insurance, 1201 Main Street, Suite 1000, Columbia, SC 29201, or 803-737-6227.

AR RESIDENTS ONLY: A claim against the provider shall also include a claim for return of the unearned provider fee.

CA RESIDENTS ONLY: 1. Jondy Chemicals Inc., P.O. Box 3150 Somersett, KY 42564, is the Administrator of this Protection Plan. 2. Any incidental payment of indemnity made pursuant to this Protection Plan is limited to \$250 per year. 3. The obligations under this Protection Plan are backed by a reimbursement policy issued by Compass Underwriting Services, LLC, 109E. 17th Street, Suite 5057, Cheyenne, WY 82001.

No Lemon Policy (Song Beverly Act): During the term of this Plan, if after three (3) service repairs have been completed for the same defect on an individual Product, and that individual Product requires a fourth (4th) repair for the same defect, as determined by the Administrator, Ultra Shield will replace it with a Product of like kind and quality that performs to the factory specifications of the original product. Repairs performed while the product is under manufacturer's warranty do not apply. Upon replacement of the product, we shall have satisfied all of our obligations under this Plan.

WI & UT RESIDENTS: THIS WARRANTY IS SUBJECT TO LIMITED REGULATION BY THE STATE INSURANCE COMMISSIONER OR DEPARTMENT.

WI RESIDENTS ONLY: Wisconsin residents are not required to report damage within five (5) business days as stated above, however notice of loss should be made as soon as reasonably possible, and within one (1) year from the date of loss.