



CONGRATULATIONS on protecting your new furniture investment with:

**The ALL Stain 5 + 5 Year Service Experience for  
Furniture & Power Motion Furniture**

Invoice #: \_\_\_\_\_ Date: \_\_\_\_\_

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

Thank you for choosing the **ALL STAIN Service Experience for Furniture and Power Motion Furniture**. We guarantee to the owner of the new furniture that SOS Warranty Services Inc. will provide service for the applicable coverages of your ALL STAIN Service Experience. Service steps are:

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

Under the **ALL STAIN** Service Experience plan for new Furniture, all coverage is **for 5 years full coverage PLUS 5 years limited stain removal only coverage**, starting from the date of delivery against:

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

**BONUS COVERAGE:**

- A. With the ALL Stain Service experience plan for **Leather, Bycast & Vinyl** furniture, there is a BONUS COVERAGE for 5 years from the date of delivery against:
  - i. Accidental cigarette burns; and/or
  - ii. Accidental cuts, incisions, perforations excluding those caused by animals or manufacturing defects.
- B. With the ALL Stain Service experience plan for **Wood, Dining & Dinette** furniture, there is coverage for **ALL ACCIDENTAL STAINS** that occur as a result of a specific incident; PLUS a BONUS COVERAGE for 5 years from the date of delivery **for limited stain removal only** against:
  - i. All white heat and white liquid ring stains (5 years + limited 5 years);
  - ii. Accidental glass & mirror breakage;
  - iii. Loss of silvering on mirror;
  - iv. Lifting of the veneer;
  - v. Structural frame & joint defects;
  - vi. Defective hinges & hardware;
  - vii. Mechanism (non-electrical) failure;
  - viii. 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.
- C. Under the **ALL STAIN** Service Experience for Power Motion, the BONUS COVERAGE is **for 5 years full coverage for parts and labor**. Should the built-in power motion motor of the covered furniture become inoperable due to a defect in material or workmanship SOS Warranty Services Inc. will:
  - i. Attempt to repair the inoperable motor or any part(s) of the component with a similar or comparable component or part(s)
  - ii. Replace the applicable piece of furniture if the required component is unavailable
  - iii. Repair or replace the Remote Control within 1 (one) year from date of delivery if it fails to operate properly due to manufacturing defects and
  - iv. Replace the applicable piece of furniture under our “No Lemon” Clause, which comes into effect after 3 failures of the same part during term of plan

**3 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. Go to [www.excelsiorservice.com](http://www.excelsiorservice.com) and follow the prompts/buttons. Submit your claim by creating a service profile, identifying the coverable items under your profile and then completing all the required fields on the “File a Claim” form including a photo if possible; OR
- 2. Contact our **Customer Care Department at 1-800-661-7313**, press option 2, and follow the prompts 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, from Monday to Friday, 9 A.M. to 5 P.M. Eastern Standard Time. For all other hours, we recommend leaving a voice message by following the prompts on the phone, or by emailing your service specialist at [service@soswarranty.com](mailto:service@soswarranty.com); OR
- 3. You can also e-mail us directly at [service@soswarranty.com](mailto:service@soswarranty.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 SOS Warranty Services Inc. and / or Phoenix A.M.D. International Inc. in their efforts to perform their obligations under this service plan. The owner of this service plan acknowledges and agrees to allow SOS Warranty Services Inc. and / or Phoenix A.M.D. International Inc. to share the service plan information including registered information about the owner of the service plan, with the retailer where the original purchase was made. The owner of this service plan also acknowledges that Phoenix A.M.D. International Inc. may use the owners contact information to share updates and new product information that may be of interest to the owner.

- 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 Specialists.
- 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 3 easy ways to make a service claim, as outlined earlier. We will have an authorized cleaning technician attempt to remove the stain, 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](mailto:service@soswarranty.com).
- 3. In the event that the applicable stain, 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. In the event we are unable to repair the stained area of the

item, we will replace the stained item only up to the original purchase price of the approved stained or defective piece only, from the retail location of the original purchase.

4. In the event service is required for a non-stain issue covered under the Bonus Coverage of the ALL STAIN Service Experience plan as outlined, **a service claim must be submitted within 14 days** of the appearance of the applicable covered problem. SOS Warranty Services Inc. will have the approved item professionally inspected and if possible serviced by an authorized service technician, at no charge to the owner of this service plan. In the event we are unable to repair the item as defined above, we will replace the defective item only up to the original purchase price of the defective piece only, from the retail location of the original purchase.

**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, SOS Warranty Services Inc., nor Phoenix A.M.D. International Inc., nor the retailer, nor Chemours 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 or replacements 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, SOS 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.
- To be eligible for service under this Service Plan, the protected component must be purchased as originally built-in to the furniture piece covered by the Excelsior Service Protection Plan and be covered by an original manufacturer’s warranty of at least 90 days.
- In the event of replacement service, the original item becomes the property of SOS 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.
- Under the Wood, Dining Bonus Coverages, the service plan provides full coverage for a total of 5 years for non-stain issues.
- Service of a Power Motion furniture motor must be necessitated by product failure during normal usage. It shall be at the sole option of SOS Warranty Services Inc. whether parts will be repaired as opposed to the entire item being replaced. The repair may be completed using refurbished parts of like kind and quality. The term of this Bonus Coverage shall commence upon the expiration of the original manufacturer’s warranty and will not exceed a combined total of 5 years from date of delivery.
- SOS Warranty Services Inc. cannot be held responsible should the original manufacturer of the power motion motor cease operations and / or parts become unavailable. In this case SOS Warranty Services Inc.’s sole liability will be to make available a comparable feature product of current production, based on the terms and conditions of the type of coverage purchased by the original Plan owner.
- The warranty period on remote control(s) of power motion furniture is limited to 1 (one) year against defects in quality of materials or workmanship and does not cover misuse or preventable damage.
- Service will be provided during normal business hours. In the event that the Plan owner requires In-Home Service for any reason under this plan, and the Plan owner fails to keep an In-Home Service appointment, the Plan owner will be responsible for paying the cost of the service call based on the prevailing rate within the industry at the time of the service request. In the event that the plan owner refuses to pay any monies owed to SOS Warranty Services Inc. or the technician SOS Warranty Services Inc. dispatched based on the terms and conditions set out herewith, the present protection plan will be terminated, without any reimbursement to the plan owner.

**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 assessed as being mishandled, abused or poorly maintained, nor any stains that appear to be intentional in nature.
- Woven caning, wicker, natural cane, Nubuck, fully nude, full aniline leather finishes are not covered by the service plan.
- Odours or Bleeding of colours associated with non-colourfast fabrics or finishes.
- 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 defective metal frame components for motion furniture, battery packs, USB Port, LED Lighting, cup holder, 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.
- SOS 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, cement, 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, bodily injury or property damage to third parties, punitive damage and legal fees.
- SOS 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.

