

5 YEAR LEATHER PROTECTION

This "Furniture Protection Product Warranty" (hereinafter the "Warranty") is effective for five (5) years from the date the consumer(s) shown on the original receipt (hereinafter the "Consumer") takes delivery. RCW warrants that the furniture protection products exclusively distributed by RCW are designed to prevent stains or other damage to the component parts of furniture treated with such products subject to the terms and conditions set forth below.

FURNITURE COVERED BY THIS WARRANTY

- New Leather and Vinyl Upholstered Residential Furniture

WARRANTY COVERAGE INCLUDES

- Household Food and Beverage Stain
- Stains From Human and Pet Saliva, Urine, Stomach Fluid, or Blood
- Burn or Singe Marks Caused By Brief Contact With Flame or Heat, Rips, or Tears
- Cracking or Peeling of Top Grain Leather in Seating Areas
- Cracking or Peeling of All Leather & Vinyl in Non-Seating Areas

HOW THE LIMITED WARRANTY WORKS

If Consumer's new furniture treated with Leather protection product and covered by this Warranty becomes accidentally stained or damaged as described above during normal RESIDENTIAL use, representing a failure of the Leather furniture protection product, and Consumer cannot correct the stain or damage using Leather protection products and/or procedures, RCW will, at its sole option, clean, repair or replace the affected portion or the complete item(s) with the same or a similar item(s) having a retail purchase price less than or equal to the original purchase price of the affected item(s) and the total value of such replacement shall not exceed \$15,000.00.

WHEN CALLING FOR SERVICE CONSUMER MUST HAVE

- The original receipt showing Consumer's purchase of the furniture protection product and the treated item(s)
- The original copy of this Warranty
- The original delivery date of the treated item(s)
- The date of the occurrence of the stain or damage (must be reported within 5 days of occurrence)

THE SERVICE PROCESS

- RCW may provide free professional stain removal, repair advice and/or products to aid in the cleaning or repair of the stained or damaged area or item(s).
- If the stain or damage persists, RCW may arrange for a no charge in-home service by a professional technician.
- If RCW designated technician determines that stain removal or damage repairs must occur off-site, the treated item(s) will be removed and returned at no cost.
- If an RCW designated technician cannot remove the stain or effect repair, RCW at its sole option, may elect to replace the affected area.
- RCW at its sole option, may elect to replace the treated item(s) if the affected area cannot be repaired or replaced. Consumer may select a new replacement item(s) equal in value to the original purchase of the affected item(s).
- Service or replacement is limited to the affected item(s) only and the total value of such replacements is limited to \$15,000.00.
- RCW is not responsible for dye lot or texture variations.
- Replacement selection will be done at the original place of purchase; otherwise, RCW at its sole option, will refund a pro-rated portion of the purchase price of this Warranty. Replaced item(s) become the property of RCW.
- If your product was purchased "AS-IS", or well below the normal RC Willey retail and your product is deemed non-repairable, the price you paid for the product will be credited back to you in the form of an in store credit to be used in RC Willey.
- If the purchase was made on an RC Willey revolving charge account the account must be in good standing for the plan to be valid.

HOW TO OBTAIN SERVICE

Within five (5) days of the stain or damage occurring, contact our RCW customer service. This Warranty is not transferable. Consumer is the only individual eligible for coverage. Consumer must have received the treated item(s) from RCW free of stains or damage. This Warranty does not cover stains or damage resulting from transit of treated item(s). If the treated item(s) is/are not maintained as required by the furniture manufacturer warranty or Consumer does not cooperate with the reasonable request of RCW in its efforts to perform its obligations, this Warranty becomes void.

IMPORTANT EXCLUSIONS

This product Warranty does not cover anything not specifically listed in the "Warranty Coverage" section of this Warranty; in transit damage and/or stains; failure to comply with the treated item's manufacturer warranty; willful abuse or misuse; stains from: dye, caustic solution, bleach, felt tip marker, tobacco products, or stains of unknown origin; chewing gum; soiling or damage from normal use, body oil, hair oil, perspiration; darkened areas where head and legs contact furniture; generalized or accumulated soiling, cracking, peeling, or scratching from wear or tear, maintenance and/or everyday use; except as listed in the "Warranty Coverage" section herein any stain or damage to vinyl or from pets, odors, fading, or color loss and/or discoloration; any "X" coded and/or non-color fast fabrics; any treated item(s) sold "as-is"; used, and/or without manufacturer warranty and/or retailers warranty; any costs or damage from repair and/or cleaning by anyone without written authorization from RCW; any cleaning and/or repair products and/or procedures without written authorization from RCW; any damage by RCW or Leather products not used according to product instructions; all natural characteristics that cause appearance variations; failure or loosening of threads or separation of seams along seam lines; consequential or incidental damages, except those expressly covered herein; personal injury damages; lost profits, lost savings, or other economic damages; loss of use of the treated item(s); furniture in storage, utilized for commercial use, non-residential, rental or in-home day care businesses; damage from prolonged exposure to fire or heat; damage from fraud, intentional acts, war, hostilities, terrorism or vandalism; and acts of God.

IMPORTANT INFORMATION

This Warranty is not renewable or transferable and does not supersede any warranty provided by the manufacturer of the treated item(s). RCW's failure to exercise certain rights under this Warranty does not waive those rights. Technicians referred to in this Warranty may be independent contractors of RCW and may not be employees of RCW. RCW assumes no responsibility for statements or claims made by technicians, or anyone other than RCW employees. RCW assumes no liability, incidental to or in connection with, services provided by its independent contractors. Any provision contained herein which is found to be contrary to state or local laws shall be deemed null and void and the remaining provisions shall continue in full force and effect.

