

# RC WILLEY SEVEN YEAR FABRIC PROTECTION PLAN

## General Terms & Conditions of Protection Plan

1. RC Willey agrees that if the fabric on your upholstered furniture or mattress has been professionally treated with RC Willey Fabric Protector and becomes accidentally stained within seven years from the date of delivery by common household foods and beverages, or human and pet bodily fluids during normal residential use as described in this Protection Plan, RC Willey will service the stained area of the fabric as follows:
  - First, wipe up the stain with a clean dry cloth, then call:  
**Utah** 801-464-2340 **Boise** 208-288-4160 **Las Vegas** 702-856-8060 **Reno** 775-337-4600
  - RCW will have the stained area serviced by a professional stain removal technician at no charge. Stain must be reported within five days.
  - If the technician cannot remove the stain, RCW will replace the stained portion of the fabric (*if the fabric is available*). If the fabric is not available, you can select a new replacement piece equal in value to the original purchase price of the stained piece of furniture. RCW is not responsible for fabric dye lot variations. Repair or replacement is limited to the stained area only.
2. This agreement EXCLUDES stains or damage from:
  - Anything other than household foods and beverage, or human and pet bodily fluids.
  - Substances which destroy or change the color of fabrics, such as dyes, inks, gum, corrosives and bleaches.
  - Furniture in transit or storage, fabric flaws or fading, and treated fabrics that have been abused or mishandled.
  - Damage caused by fire, flood, wind, lightning, or any other natural disaster or fabrics that have been burned, ripped or torn or subject to misuse or abuse, violence, vandalism, accident or alteration.
  - Damage caused by improper cleaning or stain removal methods or materials. If a general cleaning is desired, you MUST call RCW for an authorized professional home care cleaner in your area.
  - Topical treatments (other than professionally applied RCW fabric protector) may adversely impact the effectiveness of the original protection. This agreement excludes any claim or liability for defects or damage caused by such topical treatments.

★ **NO FABRIC PROTECTOR CAN PREVENT GENERAL SOILING** and fabric protectors do not eliminate the need for routine care and maintenance of fabric. Upholstered furniture should be kept out of direct sunlight, vacuumed and periodic cleaning as recommended by the manufacturer. While RCW Fabric Protector resists staining and dry soiling, this agreement covers stain resistance only and not soiling. Soiling is defined as a gradual buildup of dirt, dust, body oils and perspiration which cannot be attributed to a single occurrence. This agreement is not a cleaning contract and does not cover the cleaning of fabrics that are soiled through daily use. Odors of any kind are not covered under the protection plan.
3. To qualify for this agreement, the owner must:
  - Have furniture professionally treated with RCW Fabric Protector.
  - Have furniture delivered stain and soil-free from the furniture dealer.
  - Report all claims to RCW within five days of the staining which leads to the agreement claim.
  - Clean the stained area only as directed by RCW.
4. To qualify for repair or replacement, the owner must provide the original sales receipt or other proof of purchase acceptable to RCW. Any fabric repair or furniture replacement MUST be authorized by RCW and MUST have an RCW authorized number before any repair or replacement is initiated.
5. The owner shall reasonably cooperate with RCW in its efforts to perform its obligations under this agreement.
6. This protection plan is not valid unless paid for in its entirety. 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.
7. This protection is not a maintenance plan. It is the purchasers responsibility to maintain their furniture and do all in their power to keep the furniture from being stained. Multiple stains may be considered abuse and would not be covered under this protection plan. An "all over" stain appearance or spill would be considered accumulation, or abuse of this warranty. Excessive claims may also be considered abuse and not covered under this plan.

**CAUTION:** Do not attempt to clean a stain with water or any other chemical as this could cause yellowing or fiber damage which is not covered by this agreement. Consult first with RCW to get advice on stain removal.

**NON-TRANSFERABLE**