



## CALIFORNIA R.C. WILLEY CONSUMER PROTECTION PLAN MESSAGE CHAIR

If you have purchased R.C. Willey's Consumer Protection Plan, your product will be covered from purchase date through the date indicated on your Sales Receipt and is inclusive of any manufacturer's warranty. Your Sales Receipt is incorporated in this plan and is required whenever service is needed to verify customer covered, product covered and terms of coverage.

**COVERED:** The internal operating parts in the new product described below are protected against operational failure, during normal use, due to defects in material and workmanship. The service and labor to correct operating defects is also covered for the same period; provided that the failure of the product is due to factory defects, not due to adjustment of controls, routine maintenance, periodic cleaning, improper power levels or improper installation. RCW will pay for new or remanufactured parts which meet the manufacturer's standards as required to correct operating defects. If the product cannot be repaired because parts are unavailable due to the age of the product of discontinuance by the manufacturer, a refund will be issued equivalent to the replacement value of the product at time of claim, not to exceed the original purchase price of the product. Covered components and parts include but are not limited to: recliner mechanisms, wood frame parts, spring and spring system, vibrator mechanisms and controls, heater mechanisms and controls, foam cushioning or massage mechanisms and controls. The product must be serviced according to original manufacturer's standards. Defective parts or unit must be available to send to RCW, IF DEMANDED, at the time of any claims hereunder. RCW will honor service hereunder through any service center it authorizes. If an authorized service center cannot be located, it is the consumer's responsibility to notify RCW, who will assist in locating service. This protection plan is not valid unless paid for in its entirety. If the purchase was made on an R.C. Willey revolving charge account the account must be in good standing for the plan to be valid.

**NOT COVERED:** The following items are not covered under this protection plan: Products subjected to abuse, misuse, accidents, vandalism, negligence, natural disasters or Acts of God, periodic cleaning, improper maintenance or storage, lubrication, damage caused by bug infestation, or products altered or modified or products in use other than that specified in the owner's manual, products used in multi-family housing, products used for temporary loan, products in commercial use, freight transportation, and installation charges. This service contract does not cover any loss or damage resulting from: pre-existing conditions (means a condition that within all reasonable probability relates to the mechanical fitness of your covered merchandise prior to contract issuance); unauthorized repairs; improper use of electrical/power supply; loss of power; damage to cabinetry, attachments; theft, or environmental conditions (fire, floods, corrosion, sand, dirt, windstorm, hail, earthquake, or exposure to weather conditions); or losses on any components(s) never covered by an manufacturer's warranty causes. Other exclusions include but are not limited to: any repair covered by a manufacturer's warranty; recall or rework, regardless of the manufacturer's facility to pay for such repairs; products with removed or altered serial numbers; removal and reinstallation of an internal component; cosmetic or structural items; case or frame of the product or any non-operating part, including plastic, or decorative parts; or loss of use during the period the product is at a repair facility or otherwise awaiting parts. RCW shall in no event be liable for any indirect, incidental or consequential damages resulting from the use of this product.

**NOTE:** This protection plan does not apply to defects caused by unreasonable use, faulty repairs by others or by failure to provide reasonable and necessary maintenance. The manufacturer is not affiliated with RCW and is not responsible for RCW's performance hereunder. RCW will pay for 1/2 of trip charges out of our regular service area, the customer is responsible for the remaining 1/2. If your product was purchased "As Is" or well below the normal R.C. 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 R.C. Willey.

**NOTICE TO THE CONSUMER:** This protection plan is not insurance, but a service contract. It may only be obtained in connection with the purchase of your new product. This protection plan gives you specific rights and you may also have other rights which vary from state to state. For assistance call the store where you purchased your product.

R.C. Willey Home Furnishings is contractually obligated to provide service under this plan. 2301 South 300 West Salt Lake City, Utah 84115. You may contact the closest R.C. Willey for help and assistance.

02/06