

## RC WILLEY STAIN-FREE PLAN

### General Terms & Conditions of Protection Plan

1. RC Willey agrees that if your upholstered furniture becomes accidentally stained within the period indicated on your sales invoice by common household foods and beverages, human or pet bodily fluids during normal residential use, RC Willey will service the stained area. Also, if your upholstered furniture becomes accidentally ripped, torn, or burned during normal residential use, RC Willey will service the affected area. RC Willey will service or repair affected area of fabric as follows:
  - Call: **801-464-2340, 888-448-3750** or file a claim at [rcwilley.com/warranty](http://rcwilley.com/warranty).
  - RCW will have the affected area serviced by a technician at no charge. Accidental stains, rips, tears or burns must be reported within five days.
  - If the technician cannot repair the affected area, RCW will replace the affected 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 affected piece of furniture. RCW is not responsible for fabric dye lot variations. Repair or replacement is limited to the affected piece only. If a replacement is made, protection plan is satisfied.
2. This agreement **EXCLUDES** stains or damage from:
  - Anything other than household foods and beverage, or human and pet bodily fluids, or accidental rips, tears or burns.
  - Substances which destroy or change the color of fabrics, such as dyes, inks, gum, corrosives and bleaches. Seam separations are excluded under this protection plan.
  - Furniture in transit or storage, fabric flaws or fading, and fabrics that have been abused or mishandled. Animal or pet damage is not covered under this protection plan.
  - Damage caused by flood, wind, lightning, or any other natural disaster or fabrics that have been misused or abused, 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 authorized professional home service in your area.
  - Protection plan is for spot cleaning only, does not cover a full cleaning.

★ **NO FABRIC CAN PREVENT GENERAL SOILING** and does not eliminate the need for routine care and maintenance of fabric. Upholstered furniture should be kept out of direct sunlight, vacuumed and periodically cleaned as recommended by the manufacturer. Soiling is defined as a gradual buildup of dirt, dust, hair and body oils and perspiration which cannot be attributed to a single occurrence. Soiling is not covered by the protection plan. 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:
  - Report all claims to RCW within five days of the occurrence which leads to the agreement claim.
4. 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 plan 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 damaged or stained. Multiple occurrences 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 protection plan. Excessive claims may also be considered abuse and not covered under this plan. Excessive claims may void protection 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.

**NON-TRANSFERABLE**