

Don't Use It, Don't Lose It Credit Back Program

What is the "Don't Use It, Don't Lose It"* program?

It's simple! The objective is to provide peace of mind and eliminate any risk to you! If you don't use the service plan within the initial term, you'll get your money back as an in-store credit equal to your original service plan value!

How does it work?

This certificate is valid at the expiration of the first term of your plan (5 years), upon verification that service was not required during that period of time, and it is valid for one year.

Your credit is limited to the original value of the Excelsior® Service Plan investment (taxes excluded). It is non transferable, has no monetary value and cannot be exchanged for cash or used in conjunction with any other offers.

Your credit is only valid as an in store credit on a purchase worth a minimum value of (\$_____).

*This program is provided by the retailer. See details in store.

Name: _____

Invoice #: _____

Date of delivery: _____

Store Name: _____

Learn more

Want to know more about our **fantastic** service?

Scan the **QR code** below to view a quick video about our **service experience!**



The Not So Fine Print ALL Stain Service Experience

- Service experience starts from the date of delivery of your new furniture in your home against ALL STAINS including applicable bonus coverages.
- To be eligible for service, claims must be reported within 14 days of the stain causing incident.
- Stains that are caused by misuse, abuse or that are intentional in nature are excluded and not eligible for service.
- Maximum liability of the service plan is the original purchase price less applicable taxes of the stained or defective item only, as it appears on the invoice.
- Service is provided for the stained item only, and does not cover cleaning or repair or replacement of any "pairs" or "sets" of furniture purchased at the same time as the stained item.
- Stains caused by corrosives and general soiling, that do not present themselves within a 24 hour period of occurrence are not eligible for service.
- ALL STAIN SERVICE experience does not provide coverage for damage, defects or inherent features of any kind; other than those special additional component coverages specified. Damage (other than stains) caused by animals especially on leather / leather-like upholstery are excluded and not eligible for service.
- In regards to the motor component coverage, we offer our clients a complete service for parts and labour for a total of 5 (five) years (including the manufacturer's warranty period), in addition to the Legal guarantee. Legal guarantee applies to Quebec residents.
- Repairs or replacements due to (a) defective metal frame components for motion furniture or (b) due to misuse, mishandling or abuse of any kind are excluded and not eligible for service.
- Furniture with and without motorized components used for non-residential use are not eligible for service.
- Service is not provided for loss or damage resulting from the failure to perform manufacturer recommended maintenance; and loss or damage resulting from external causes such as, but not limited to: battery packs, defective wiring, power outages, fire, flood, windstorms, hail, lightning, earthquake, theft, misuse or abuse and connection to other products.
- All software and data recovery are not covered by this service experience.
- The total combined period of the Service experience and the original manufacturer's warranty shall not exceed 5 (five) years except stains.
- The service plan term on any applicable remote control(s) is limited to 1 (one) year operational failure caused by defects in quality of materials or workmanship and does not cover misuse, batteries or preventable damage.
- In the event that the Service Experience owner requires In-Home Service 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 rates within the industry at the time of the service call.

For full terms and conditions, please visit
www.phoenixamd.com/allstmo-1c-e.html

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

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we care for what you

LOVE



EXCELSIOR
Because You Love It

ALL STAIN
Service Experience

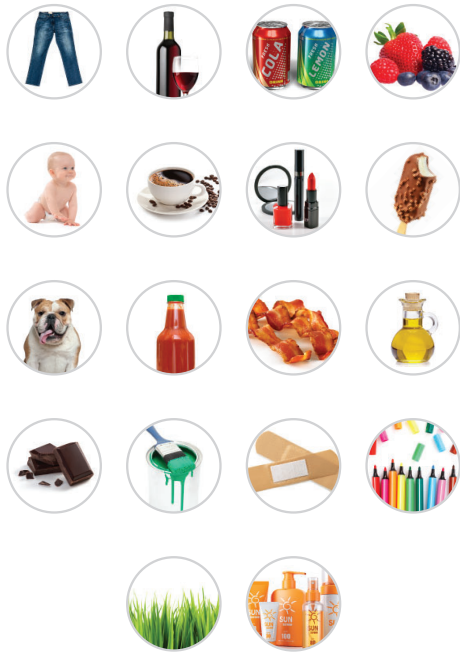
The Excelsior™
ALL STAIN Experience
 In just 4 steps

1 ALL Stains Covered

Caring for your furniture has never been easier.

Excelsior has you covered against **ALL** accidental stains on upholstery with a **prepaid 10* year service plan**.

ALL Stains Including:



**...If it's a stain,
 IT'S COVERED!**

2 Got a stain?



Clean it, using the kit included with your service plan.



OR



1st Response Cleaning Kit
 + 1 **FREE Refill**
 (purchases over \$500)

Home Care Collection
 + 1 **FREE Refill of your choice**
 (purchases over \$5,000)

3 Stain Persists?

If your stain didn't come out, we have 3 easy ways to connect with our service specialists.



- E-mail service@soswarranty.com
- Visit excelsiorservice.com
- Call **1-800-661-7313**

4 Stain Removal



First 5 years, we'll send a technician to remove the stain. If the stain persists, then we'll repair it. If it can't be repaired, then we'll replace it!

After 5 years, we'll send a technician to do **stain removal only**, for an additional five years.



Bonus Coverage

for the **first 5 years**

Motorized Furniture†

For **ALL** power motion mechanisms.

- Covers all brands
- 100% Parts & Labor, with No Deductible
- "No lemon" clause (after 3 failures of the same part during term of plan)
- Remote control (operational failure for 1 year)

Leather, Bycast & Vinyl Upholstery

- Accidental cigarette burns
- Accidental cuts, incisions, & perforations°

Ownership

- Ownership is **transferable**

Available at



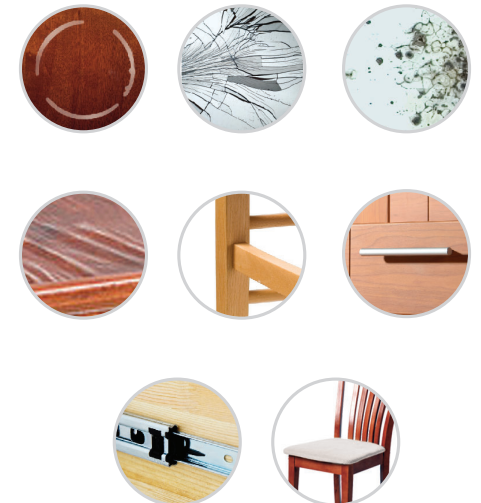
Bonus Coverage

Wood & Bedroom Furniture **Exclusive**
 for the **first 5 years**

A one time only reupholstering of all chairs when a stain cannot be removed.

Wood Furniture

- Coverage against White Heat Rings & White Liquid Rings
- Accidental Glass & Mirror Breakage
- Loss of Silvering on Mirror
- Lifting of Veneer
- Structural Frame & Joint Defects
- Defective Hinges & Hardware
- Mechanism (non electrical) failure
- Upholstery coverage on dining room chairs†



† One time reupholstering of all dining chairs, when a stain cannot be removed.
 °Accidental cuts, incisions & perforations caused by animals are not included in this coverage.

*10 (ten) years of removal for stains. Repair and Replace services are limited to the first 5 (five) year term. See terms and conditions for more details.
 ‡ The total combined period of the Plan and the original manufacturer's warranty shall not exceed 5 (five) years.