



3 Year

WAR0001B

IN-HOME FURNITURE PROTECTION PLAN Fabric – Leather - Vinyl Upholstery

OBLIGATIONS OF SERVICE PROVIDER:

DOCK 86 Protection Plan from DOCK 86 agrees to provide the coverage herein stated, for a period of three years from the date of delivery of the covered item(s) described on purchase invoice. If within three years after delivery, a covered item becomes accidentally stained during normal residential use and you cannot remove the stain yourself following the procedures recommended, DOCK 86 Protection Plan, under the coverage terms listed below, will remove the stain at no cost to you. If the stain cannot be reasonably removed to return the item to its pre-existing condition, DOCK 86 Protection Plan will, at its sole option, replace the affected portion or the complete affected item. Replacement items will be the same as or equivalent to the original item purchased. In the event an equivalent replacement is not available from DOCK 86's product line, a Merchandise Credit for the original purchase price (less any previously issued credits or adjustments) of the stained item will be issued. In the event the consumer decides to select a more expensive item as a replacement, when replacement is called for, the consumer shall be responsible for the difference in price. This warranty does not provide ANY coverage monetary or otherwise for the loss of use or suitability of furniture pieces, household goods, flooring, draperies, paint, etc. that were purchased at the same time or with the intent to use with the covered piece(s) when an appropriate replacement is not available.

OBLIGATIONS OF CUSTOMER:

Customers' failure to maintain items in accordance with the manufacturer's guidelines will void DOCK 86 Protection Plan's obligations under this agreement. Furniture must be maintained in a proper and adequate environment that meets manufacturer standards. Upholstered furniture should be vacuumed using upholstery tools once a week if possible but at least once every other week. Failure to vacuum often will leave dirt on the upholstery that will slowly wear down the fibers. Piece(s) should be professionally cleaned once a year. DOCK 86 Protection Plan does not cover this but DOCK 86 can provide a list of vendors that do provide this service. Not cleaning furniture will cause an accumulation of dust and dirt on the piece(s) and may cause a "halo effect" on the piece(s) when a spot is cleaned. Pets should not be allowed on furniture; even the best trained pet can accidentally scratch or stain furniture. Fading is a natural in leather and upholstery furniture. However, avoid placing furniture in direct sunlight because fading will occur faster overtime. Leather furniture should be conditioned at least once year, more often if needed especially if leather furniture is near a heat source.

GENERAL OBLIGATION OF SERVICE PROVIDER:

DOCK 86 Protection Plan will provide all the services and functional parts that may be necessary to maintain proper operation of the product under normal operation and service, for the item(s) covered under this program, for the duration of the service contract without additional charges to the original purchaser for the item(s) covered on this certificate. The in-home service portion of the warranty is only valid within a 75-mile radius of any DOCK 86 store. Customers who request service beyond coverage area will be responsible for transportation to and from the nearest DOCK 86 location. This agreement does not supersede the manufacturer's warranty.

KEY TERMS/DEFINITIONS: for the purposes of this warranty coverage, the following definitions apply.

- The customer(s) shown on the sales receipt for this agreement is/are the only person(s) eligible for coverage under this agreement. All coverage is supplied by DOCK 86.
- Soiling is defined as a gradual buildup of dirt, dust, body oils, and perspiration, which cannot be attributed to a single occurrence. **NO FABRIC or LEATHER PROTECTOR CAN PREVENT GENERAL SOILING** and fabric protectors do not eliminate the need for routine care and maintenance of fabrics. While DOCK 86 Protection Plan resists staining and dry soiling, this warranty covers stain resistance only and not soiling.
- Perspiration, body oil, and hair oil are not considered a "bodily fluid" and are excluded from this warranty coverage. Upholstered furniture should be kept out of direct sunlight, vacuumed, and periodically cleaned.

LENGTH OF COVERAGE:

Three years from date of delivery.

TO OBTAIN SERVICE:

Owner must report incident to DOCK 86 by dialing the appropriate number listed below within a period of time not to exceed 3 days from the date the stain or damage occurs.

SERVICE PROCEDURES:

Service may include any or all of the following:

- DOCK 86 protection plan will provide free professional stain removal advice to aid in immediate cleaning of item.
- If stain persists, DOCK 86 Protection Plan will have the item serviced by a professional technician at no charge in customer's home.
- If the technician determines cleaning or repairs must be made off-site, the item will be removed at no cost to the customer.
- If the technician cannot remove the stain, DOCK 86 Protection Plan will replace the affected area. If the affected area cannot be replaced, the customer can select a new replacement piece equal in value to the original purchase price of the damaged item. Repair or replacement is limited to the affected item only. No coverage is provided for other pieces that may be part of a set. DOCK 86 Protection Plan is not responsible for dye lot variations or manufacturer's discontinuation.

COVERAGE: Upholstered Fabric/ Leather /Vinyl Furniture

- Stains caused by household food and beverage products.
- Stains caused by human and pet bodily fluids.

EXCLUSIONS:

- Damage caused by failure to comply with the manufacturer's instructions for cleaning and use.
- Willful abuse or misuse of the covered product.
- Normal soiling, wear and tear or buildup of perspiration and body/hair oils. Perspiration, body oil and hair oil are specifically not considered a "bodily fluid" (these have a cumulative effect that cause staining in areas where head, hands, or legs contact the furniture and require routine cleaning) and are excluded from this warranty coverage.
- Fading on upholstery, soiling, or damage caused by pets (other than bodily fluids).
- Additionally, this warranty does not provide coverage for soiling (soiling is defined as a gradual buildup of dirt, dust, body oils and perspiration which cannot be attributed to a single occurrence).
- Any accumulation or buildup of stains, or any mold or mildew damage.
- Fabrics with an "X" care code and non-colorfast fabrics.
- Pen or pencil impression on upholstery or wood furniture
- Furniture sold "as is".
- Faux stone, fossil stone or marble, brass, or chrome plated metals.
- Permanent markers.
- Costs or damages from repairs/cleaning carried out by anyone other than authorized agents of DOCK 86 Protection Plan.
- Loss of use of the covered products while in transit, storage.
- Commercial/Institutional use or rental. Commercial use of product(s) includes, but is not limited to: offices, daycare, reception, or lobby areas.
- Multi-family housing (nursing homes/dormitories).
- Damage caused during, or as a result of transport, set up or assembly of merchandise, carried out by anyone other than authorized agents of DOCK 86.
- Furniture located outdoors, on patios or in screened rooms where it may be directly or indirectly exposed to the elements.
- Loss of use, or other inconvenience (monetary or otherwise), as a result of time, space needed for repairs or exchange.
- Monetary loss as a result of other furniture, accessories, draperies, paint, flooring, etc. no longer matching replacement item(s)
- Natural characteristics that cause appearance variations, and/or seam slippage.
- Substances which destroy or damage the color or original characteristics of fabrics, such as stains caused by paints, gum, bleaches, nail polish remover, dyes other than food dyes, medications, acids, corrosive, non-approved cleaners, hair treatments such as hair gel, hair spray, mousse, or other like substances
- Stains caused by dyes, caustic solutions, paint, bleach.
- Split grain leather in seating areas.
- Loss of use of the covered products while in transit, storage.
- Damage caused by fraud, intentional acts, war, or hostilities of any kind if arising from illegal activity. Additionally, this warranty does not provide coverage for soiling, damage caused by fire, smoke, flood, wind, lightning, or any other natural disaster.
- Violence, theft, vandalism.
- Stains caused by cosmetics, hair chemicals; topical lotions, alteration, or explosion will not be covered by this warranty.
- This warranty excludes coverage for accumulated or long-term multiple unknown stains.
- Anything not specifically mentioned as covered.

This agreement is not renewable, or transferable. In the event an item is replaced under the terms of the protection plan, the warranty coverage is deemed to be fulfilled and no additional coverage for the covered item is available. New coverage for the replacement item would need to be purchased and shall be available at DOCK 86's discretion. DOCK 86 reserves the right to withdraw service for any covered item in the event of neglect or multiple service issues by issuing a refund of the amount paid for coverage on that item. This agreement does not supersede the manufacturer's warranty. The owner shall reasonably cooperate with DOCK 86 in its efforts to perform its obligations under this agreement. "Any provision contained herein which is found to be contrary to state or local law shall be deemed null and void; however, the remaining provisions shall continue in full force and effect."

DOCK 86

Twin Cities Metro: 651-328-8686

Outstate 1-866-The-DOCK