

SECURITY⁺

patio furniture protection plan

PREMIUM

Outdoor living...
we've got you covered!



TEPPERMAN'S
AT HOME SINCE 1925

WHAT DOES YOUR 3 YEAR PATIO FURNITURE PLAN COVER?

Food and beverage stains

Human or pet bodily stains (upholstered components)

Dye transfer (upholstered components)

Pen ink, crayon, markers (upholstered components)

Accidental punctures, tears, rips (upholstered components)

Heat marks or burns not caused by fire (wood components)

Chips or liquid rings (wood components)

Glass table top breakage

Breakage of welds (metal or umbrella components)

Umbrella mechanism or structural failure

Piece replacement when replacement parts are not available

Unlimited number of service claims

WHAT LIMITATIONS AND EXCLUSIONS DOES THE 3 YEAR PATIO FURNITURE PROTECTION PLAN HAVE?

Paint, bleach, corrosives, acids, X-coded fabric, non-colour fast fabric, colour fading from sunlight, accumulated soiling, build up of perspiration and body or hair oils, or gum

Wear and tear, including scuffs, scrapes, or other surface abrasions

Accumulation of any stains, soiling, rust watermarks or any damage that occurs over time and not from a single incident

Physical damage from animals, including pets

Fabric surface wear including piling, fraying, fading colour loss or discolouration

Product used in public area, rental or commercial environment

Wear and tear, mishandling, abuse, neglect or failure to comply with manufacturer's instructions for use

Product sold in "as-is" condition

WHEN COVERED ACCIDENTS OCCUR:

VISIT [SERVICE.ZUCORAHOME.COM](https://www.zucorahome.com) to submit a service request at your convenience **OR CALL 1-800-388-2640** for live assistance from Zucora Home's team of customer solutions experts.

In-home service from a certified professional technician when necessary

Replacement piece if we can't repair your covered problem

REMEMBER
to read your plan
carefully to understand
what's covered and
not covered.

TEPPERMAN'S PATIO FURNITURE

3 YEAR PROTECTION PLAN



SERVICE CONTRACT: This service contract ("Protection Plan" or "Plan") is between you (the original purchaser, referred to as "you", "your", or "Owner") and Zucora Inc., 552 Clarke Road, London, Canada N5V 3K5 (referred to "us", "our", "we" or "Zucora"). We are the administrator and provider of this Protection Plan which is effective for a period of three (3) years from the date of delivery ("Term"), for the item(s) purchased with, and covered by, this Plan (the "Covered Products") and is subject to compliance with the provisions of this Plan and the exclusions set out below and represents the entire agreement between you and us. No representation, promise or condition not contained in this Protection Plan shall modify any terms of this agreement.

OBLIGATIONS OF ZUCORA TO OWNER OF FURNISHINGS COVERED BY THIS PROTECTION PLAN:

1.0 WHAT IS COVERED – In the event the Covered Product is outdoor furniture and becomes accidentally stained or damaged during the Term, we will provide the Plan Services as set out in Section 2.0 below. Outdoor furniture coverage for accidental stains or damage that occur from a single incident include the following:

- A. Stains caused by common household foods and beverages, human, pet (dog or cat) bodily fluid stains or dye transfers.
- B. Accidental puncture, rips, tears or cigarette burns on upholstered component from a specific incident.
- C. Accidental heat marks (not caused by fire) on wood components from a specific incident.
- D. Mechanical failure of umbrella mechanisms, should such failure occur after the manufacturer's initial warranty period.
- E. Chips and liquid rings on wood components.
- F. Breakage of glass table tops or metal welds.
- G. Pen ink, crayon, or marker on upholstered component from a specific incident.

2.0 PLAN SERVICES

This Protection Plan provides a number of services that you may be eligible to receive if your service request is the result of the item(s) listed in the "What is covered?" section of this Plan. Should we determine that your request for service is eligible for coverage by this Protection Plan, we will provide you with the following services:

- A. If your service request is for removal of an accidental stain, we may send you our professional cleaning solution with instructions to assist you in removing the stain.
- B. If we determine that stain removal or repair of accidental damage may require the services of a professional service technician, we will arrange to have your Covered Product serviced at your location. Additional mileage charges may apply for technician travel if located outside of Tepperman's delivery area.
- C. If the professional technician is unable to remove the stain or repair the damage, we may elect to replace all or part of the affected area, the damaged component or the Covered Product.
- D. If replacement parts are not available, or the accidental damage to the Covered Product cannot be repaired, we will exchange the Covered Product with a similar item of comparable value at no cost to you (excluding taxes and delivery). This does not include replacement of matching furniture items bought on the same purchase. You shall provide us with an original sales receipt or proof of purchase for the original Covered Products prior to obtaining approval from us to exchange any Covered Product. The original Covered Products must be returned to Tepperman's. We will issue you a Return Authorization Form with instructions and the Product exchange must be completed within thirty (30) days of issuance during the patio sale season or within thirty (30) days of the beginning of the patio sale season if your service request takes place outside the patio sale season, otherwise our maximum liability is the amount paid by you for the Protection Plan (excluding taxes);
- E. In providing repair service or replacement Plan Services, we are not responsible for any variations in dye lot of any replacement materials or products;
- F. Upon the replacement of any Covered Product, our obligations under this Protection Plan for the original and the replaced Covered Product(s) will have been fulfilled and no further services will be provided.

3.0 REQUESTING SERVICE

We must receive your claim or request for service within 14 days of the occurrence of the incident that caused the accidental stain, damage or a failure of the Covered Product that is covered by this Protection Plan. We can only consider claims under the following conditions:

- A. Your Covered Products were delivered to you, soil free and without any stains, flaws, tears, rips, scratches or any other damage of any kind.
- B. In the event of an accidental spill, you must follow the manufacturer's instructions for cleaning or blot the stained area with a clean dry cloth. Any other attempts to clean a stained area must be done only on the advice and recommendation by us. Failure to obtain or follow our instructions terminates this Protection Plan.
- C. To obtain free stain removal assistance or to submit a request for repair service, contact us using our toll-free number 1.800.388.2640 during normal business hours or by submitting your service request online at service@zucora.com
- D. We may require you to provide us with proof of purchase and/or a copy of the receipt for the Covered Products and the Protection Plan before we provide services under this Plan.
- E. We may request that you provide us with photos or images of the stained or damaged area to assist us in assessing your service request.

4.0 REGISTRATION AND ELIGIBILITY

To be eligible for Plan Services, this Protection Plan requires registration with Zucora (Your retailer will register this Protection Plan on your behalf). You acknowledge, approve and permit the collection, use and disclosure and/or dissemination of information regarding you and this Protection Plan to us for the purposes of carrying out our responsibilities under the Protection Plan. This Protection Plan is not renewable beyond the Term and is non-transferable and non-refundable.

5.0 WHAT IS NOT COVERED?

Service requests or claims for service cannot be accepted by us for any of the following conditions or circumstances:

- A. Anything not specifically identified as covered by this Protection Plan.
- B. Wear and tear, scratches, or accumulation of stains or damage resulting from repeated use.
- C. Stains or damage of unknown origin or cause or did not occur from a single accidental incident.
- D. Abuse, neglect, misuse of the Covered Product.
- E. Accumulation of perspiration, body or hair oils, mold or mildew.
- F. Any colour variation, fading, colour loss or odors of any kind.
- G. Failure to comply with the manufacturer's instructions for use, cleaning or maintaining the Covered Product.
- H. For mechanical items where damage has resulted from improper installation, operation, moisture, liquid spills, lightning, power failures and/or power surges, or other physical damage.
- I. Any "consumable" components such as batteries or light bulbs.
- J. Damage caused by animals (other than accidental single-incident staining by household pet dog or cat).
- K. Separating or stretching of the covering material, stress tears, seam separation, material flaws, or deterioration of any material components.
- L. Cracking or peeling of any material.
- M. Loss of foam density or resiliency, springs, frames or other structural components.
- N. Product durability issues, fabric flaws, piling, surface abrasions or scuffs.
- O. Covered Products damaged during transit, moving or while in storage.
- P. Paint, bleach, corrosives, acids and/or drawings.
- Q. Non-colourfast materials, any X-coded fabrics or products made of natural materials such as silk or virgin wool.
- R. Any unfinished natural wood, ceramic, quartz, marble or similar materials.
- S. Any Covered Product sold in an "as-is" condition.
- T. Use of Covered Products in public areas, rental or commercial uses.
- U. Damage covered by any manufacturer warranty, other protection/service plan or insurance program.
- V. Stains or damage caused by precipitation, sun, fire, wind, smoke, flood or other weather conditions.
- W. Acts of God, fraud, intentional acts, war or hostilities of any kind if arising from illegal activity.

6.0 NOTE TO OWNER: This Protection Plan is administered by Zucora Inc. and we are the obligor for this Protection Plan. All claims and/or inquiries must be submitted directly to Zucora. Tepperman's is not responsible for any claims or service obligations provided under this Protection Plan. The maximum coverage liability of this Protection Plan for a single service incident is the original purchase price of the Covered Product(s). The Owner shall reasonably cooperate with Zucora in its efforts to provide the services under this agreement. This Protection Plan applies to Covered Products purchased and/or residing in Canada only. Any provision contained herein which is found to be contrary to any local law shall be deemed null and void; however, the remaining provisions shall continue in full force and effect. By registering, or authorizing the registration of this Protection Plan with Zucora, the Owner agrees that the obligations provided in this agreement shall constitute the full and only remedies for any failure of Zucora or any of our products or services to perform as indicated. In no event shall the Owner have any other remedy at law or equity for any direct or indirect consequences arising from this Protection Plan.

7.0 COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION: This agreement evidences your consent to:

- A. Tepperman's collection, use and disclosure of your personal information in accordance with its privacy policy, available on its website at: <http://www.teppermans.com/en/terms>. This will include for example, the collection by Tepperman's of such personal information and disclosure of that personal information to Zucora, as is necessary for Zucora to fulfill its obligations under and administer the Protection Plan.
- B. Zucora's collection use and disclosure of your personal information in accordance with its privacy policy, which is available on its website at: <http://www.zucora.com/privacy>. This will include for example, the collection and use by Zucora of such personal information as is necessary for Zucora to fulfill its obligations and administer the Protection Plan. In the event of a claim, it will also include for example, disclosure of such personal information to Zucora's service partners involved in delivering Plan Services, as is necessary for those third parties to deliver such services.

