

SECURITY

wood protection plan

PREFERRED

Peace of mind
from day one...



TEPPERMAN'S
AT HOME SINCE 1925

WHAT DOES THE 5 YEAR PREFERRED WOOD PROTECTION PLAN COVER?

- Food & beverage stains
- Human, pet bodily stains (except perspiration, hair and body oils)
- Dye transfer from denim and newsprint
- Punctures, tears, rips and cigarette burns
- Full set replacement in instance replacement parts are not available
- Unlimited number of service claims
- Liquid marks or rings (except natural wood, ceramic, quartz and marble)
- Heat marks (except unfinished natural wood, ceramic, quartz and marble)
- Warping, lifting or bubbling of veneer finish
- Chips or breakage of glass or mirror

WHAT LIMITATIONS AND EXCLUSIONS DOES THE 5 YEAR PREFERRED WOOD PROTECTION PLAN HAVE?

- Wear and tear, mishandling, abuse, neglect or failure to comply with manufacturer's instructions for use
- Physical damage from animals
- Product damaged in transit, moving, relocation or storage
- Stretching of upholstery cover
- Product used in public area, rental or commercial environment
- Acts of God, fraud, intentional acts, war or hostilities
- Damage covered by any insurance program
- Cracking and peeling

WHEN COVERED ACCIDENTS OCCUR:

VISIT SERVICE.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

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

TEPPERMAN'S PREFERRED WOOD FURNITURE PROTECTION

5 YEAR PREFERRED WOOD PROTECTION PLAN



This Preferred Wood Protection Plan ("Protection Plan") is administered by Zucora Inc. ("us", "our", "we", "Zucora Home") and is effective for a period of up to five (5) years from the date of delivery ("Effective Date"), for the item(s) covered by this Protection Plan ("Covered Products"), for the benefit of the owner ("you", "your" or "Owner") of the Covered Products. The Protection Plan is an agreement between Zucora Home and you the Owner, and is subject to compliance with the provisions hereof and the exclusions set out below and represents the entire agreement between the parties. No representation, promise or condition not contained herein shall modify these terms.

Coverage as listed below is available as confirmed by your sales receipt.

OBLIGATIONS OF ZUCORA HOME TO OWNER OF ITEMS COVERED BY THIS PROTECTION PLAN:

1.0 COVERAGE FOR WOOD FURNITURE – In the event the Covered Product is finished wood furniture and becomes stained by normal household foods and beverages, liquid marks or rings, heat marks, or from a specific incident becomes accidentally damaged by scratches which penetrate the finish, or warping, lifting or bubbling of veneers, or any glass or mirror component that becomes chipped or broken from a specific incident, Zucora Home agrees to provide the Plan Services outlined in Section 3.0 with respect to the stained or damaged area.

2.0 ADDITIONAL COVERAGE: For finished wood furniture that consists of upholstered components (fabric, full or top grain leather, leather-look, bi-cast leather, bonded leather or vinyl) and the material becomes accidentally stained or damaged from a specific incident by:

- Food & beverage stains;
- Human and pet bodily fluids (not including perspiration);
- Dye transfer (denim and newsprint);
- Accidental puncture, rip, tear or cigarette burn; Zucora Home agrees to provide the Plan Services outlined in Section 3.0 with respect to the stained or damaged area.

3.0 AVAILABLE PLAN SERVICES – The following Plan Services will be provided by Zucora Home for your Covered Product under this Protection Plan:

- You may request advice for stain removal and/or repair by contacting us at 1.800.388.2640 during normal business hours or by submitting a request at service.ZucoraHome.com. To assist in providing the best solution for you, we will request photos of the stained or damaged area; and we may, at our discretion, deliver cleaning product designed for the reported stain;
- If the accidental damage or stain persists, Zucora Home will arrange to have the Covered Product serviced at your location by a professional technician at no additional charge to you;
- If the technician determines that stain removal or damage repair must be made away from your location, the Covered Product will be removed, cleaned or repaired and returned at no additional charge to you;
- If the technician cannot remove the stain or repair the accidental damage, we will replace the damaged portion subject to the availability of the replacement parts;
- If replacement parts are not available, or the accidental damage or mechanical failure to the Covered Product cannot be repaired, Zucora Home agrees to exchange the Covered Product with a similar item of comparable value to the original purchase price (excluding taxes and delivery). If the damaged Covered Product was purchased as part of a coordinating collection (collection of like product items purchased simultaneously as a matching set, for example, dining room table and chairs; bedroom headboard, night stands; etc.) and the specific item requiring service has been discontinued, then these will be considered a single item replacement for the purpose of replacement, provided this Protection Plan was purchased to cover all items. The original Covered Product must be returned to Tepperman's. Zucora Home will issue to the Owner a Return Authorization to exchange the Covered Product. The exchange must be completed within thirty (30) days of issuance, otherwise the maximum liability is the amount paid by you for this Protection Plan (excluding taxes);
- Zucora Home is not responsible for variations in dye lot of any replacement items, materials or products;
- With the replacement of any Covered Product, the obligations of Zucora Home under this Protection Plan for the replaced Covered Product will have been fulfilled and no further service will be provided.

4.0 REGISTRATION AND ELIGIBILITY – To be eligible for Plan Services, this Protection Plan requires registration with Zucora Home (Tepperman's will register this Protection Plan on your behalf). Protection Plans are not refundable and not renewable beyond the registered coverage period and are limited to the Covered Product's original Owner.

5.0 TO OBTAIN ZUCORA PLAN SERVICES – Claims for Plan Services must be made to Zucora Home within 14 days of the occurrence of the accidental stain or accidental damage to the Covered Product under this Protection Plan. Claims will only be considered by Zucora Home, subject to the following:

- Covered Products are delivered to the Owner soil free and without stains, flaws, tears, rips, scratches or any other damage. Covered Products sold "as is" except any pre existing damage, as noted at the point of sale;
- Cleaning of stained area or repair of the Covered Product is performed only as directed by Zucora Home.

6.0 PLAN EXCLUSIONS – Requests for plan services cannot be accepted by Zucora Home for any of the following:

- Anything not specifically identified and included as covered by this Protection Plan;
- Failure to comply with the manufacturer's instructions for use, cleaning or maintaining the Covered Product;
- Wear and tear, mishandling, abuse, neglect, accumulated soiling, accumulation of damage, build up of perspiration and body or hair oils, mould, mildew, fading or any colour variation or odours;
- Stains caused by nail polish, paint, bleach, corrosives, acids, X-coded fabrics or non-colourfast fabrics, natural materials such as silk, virgin wool or natural unfinished/rubuck or naked leathers;
- Motor oil and mechanical grease;
- Natural markings or characteristics in leather that cause appearance variations;
- Any unfinished natural wood, ceramic, quartz, marble, or similar materials;
- Scratches, cracking or peeling of any upholstered material;
- Stretching of the covering material, stress tear, material flaws, fabric pulls, fabric pilling, fraying, buttons or deterioration of any material components;
- Damage caused by animals (other than accidental staining by pet bodily fluids);
- Abuse or misuse of the Covered Product;
- Covered Products while in transit, moving, relocation or storage;
- Acts of God, fraud, intentional acts, war or hostilities of any kind arising from illegal activity;
- Damage covered by any insurance program.

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

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

8.0 NOTE TO OWNER: This Protection Plan is provided by Zucora Home. All claims and/or inquiries must be submitted directly to Zucora Home. Retailer is not responsible for any claims or service obligations provided under this Protection Plan. The maximum coverage liability of this Protection Plan shall not exceed the original purchase price of the Covered Product(s). The Owner shall reasonably cooperate with Zucora Home in its efforts to provide the services under this Protection Plan. 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 agreement with Zucora Home, the Owner agrees that the obligations provided in this agreement shall constitute the full and only remedies for any failure of our product or service to function as warranted. In no event shall the Owner have any other remedy at law or equity for any direct or indirect consequences of the failure of our product or service to perform.

