

# SECURITY

upholstery protection plan

## SELECT

Sit back and relax...  
you're protected!



**TEPPERMAN'S**  
AT HOME SINCE 1925

### WHAT DOES THE 5 YEAR SELECT PROTECTION PLAN FOR UPHOLSTERY 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
- Piece replacement in instance replacement parts are not available
- Unlimited number of service claims

### WHAT LIMITATIONS AND EXCLUSIONS DOES THE 5 YEAR SELECT 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](http://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 SELECT PROTECTION

## 5 YEAR SELECT PROTECTION PLAN



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

Coverage as listed below is available for the Select Protection Plan you purchased as confirmed by your sales receipt.

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

**1.0 COVERAGE FOR UPHOLSTERED FURNISHINGS** – For Covered Products that include upholstered furnishings (fabric, 100% genuine leather, leather look); Zucora Home agrees to provide the Plan Services outlined below. Your plan includes the following coverage but does not include any conditions or situations noted below in Section 5.0 - Limitations and Exclusions:

- a) Removal of food and beverage stains, human or pet bodily stains, dye transfer (denim and newsprint);
- b) Repair of accidental puncture, rips, tears or cigarette burns from a specific incident.

**2.0 AVAILABLE PLAN SERVICES** – The following Plan Services will be provided by us for your Covered Product under this Protection Plan:

- a) During normal business hours, we will provide free professional stain removal and/or repair advice which can be obtained by visiting us at [service.ZucoraHome.com](http://service.ZucoraHome.com) or by calling 1.800.388.2640; and we may, at our option and cost, deliver cleaning solution to assist with the stain removal;
- b) If the accidental damage requires repair, or the stain persists, we will arrange to have the Covered Product serviced at your location by a professional service technician at no additional cost to you;
- c) If the technician determines the 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 cost to you;
- d) If the technician cannot remove the stain or repair the accidental damage, Zucora Home will replace the damaged portion of the fabric, leather or product material subject to the availability of materials and/or replacement items
- e) 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). 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, otherwise our maximum liability is the amount paid by you for the Protection Plan
- f) In providing repair service or replacement Plan Services, we are not responsible for any variations in dye lot of any replacement materials or products;
- g) 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 REGISTRATION AND ELIGIBILITY** – To be eligible for Plan Services, the Protection Plan requires registration with Zucora Home. Tepperman's will register this Protection Plan on your behalf. Protection Plans are not renewable or refundable beyond the registered coverage period and are limited to the Covered Product's original Owner.

**4.0 TO OBTAIN ZUCORA PLAN SERVICES** – Claims for Plan Services must be made to us 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:

- a) 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;
- b) Cleaning of stained area or repair of the Covered Product is performed only as directed by Zucora Home.

**5.0 PLAN LIMITATIONS AND EXCLUSIONS** – This Protection Plan does not cover any of the following:

- a) Wear and tear, mishandling, abuse, neglect, accumulated soiling, build up of perspiration and body or hair oils, mould, mildew, fading or any colour variation or odours
- b) Stains caused by paint, bleach, corrosives, acids, X-coded fabrics or non-colourfast fabrics;
- c) Natural markings or characteristics in leather that cause appearance variations;
- d) Cracking or peeling of any leather or leather look furnishings (for example, bicast leather, bonded leather, polyurethane or vinyl furnishings);
- e) Separating or stretching of the covering material, stress tear, seam separation, or deterioration of any material components unless such conditions are the result of a manufacturing defect
- f) Damage caused by animals (other than accidental staining by pet bodily fluids);
- g) Anything not specifically identified and included as covered by this Protection Plan;
- h) Failure to comply with the manufacturer's instructions for use, cleaning or maintaining the Covered Product
- i) Abuse or misuse of the Covered Product;
- j) Covered Products damaged while in transit, moving, relocation or storage;
- k) Use of any Covered Products in public areas, or used in rental or commercial environments;
- l) Acts of God, fraud, intentional acts, war or hostilities of any kind if arising from illegal activity
- m) Damage covered by any insurance program

**6.0 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: <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 and administer the Protection Plan.
- b) Zucora Home's collection use and disclosure of your personal information in accordance with its privacy policy, which is available on its website at: <https://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.

**7.0 NOTE TO OWNER:** This Protection Plan is administered by Zucora Home and we are the obligor for this Protection Plan. All claims and/or inquiries must be submitted directly to Zucora Home. 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 Home 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 Home, the Owner agrees that the obligations provided in this agreement shall constitute the full and only remedies for any failure of Zucora Home 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.

