

# FURNITURE PRODUCT PROTECTION PLAN

## PROTECTING YOUR INVESTMENT

Furnishing your home is both an investment and a lasting expression of your unique style. We want to ensure that your new furniture purchase looks and feels amazing for years to come.

Whether you're having family time on the sofa or entertaining your friends—accidents happen. A Product Protection Plan will cover you against these accidents as well as manufacturers' defects long after the manufacturer warranty has ended. This includes 5 years of spot removal coverage for accidental staining. For added protection, if the stain persists, we will repair the problem area or even replace it if it cannot be repaired.

If you do not make a claim for the duration of your coverage, the value of your Product Protection Plan can be used towards a future purchase with our Peace of Mind Promise.



## WHY DO I NEED A PRODUCT PROTECTION PLAN?

- Life happens—we ensure you're covered for common accidents that the manufacturer will not honour.
- Most manufacturer parts and labour warranties expire after one year.
- Furniture repair, cleaning or reupholstering your piece(s) can add up, often costing much more than the Product Protection Plan.
- If you do not use your Product Protection Plan, you are covered by our Peace of Mind Promise.

## WHAT DOES IT COVER?

- ✓ All parts and labour required for repair and deductible coverage.
- ✓ Leather/Wood cracking, peeling or lifting finishes and structural frame and joint defects.
- ✓ In-home spot removal services for accidental staining.
- ✓ Unforeseen defects in construction or manufacturing, plus coverage for other accidents for an additional years.



## OUR PEACE OF MIND PROMISE

If you do not make a claim for the term of your coverage, the value of your Product Protection Plan can be put towards a future purchase with our Peace of Mind Promise.

Learn more at [dufresne.ca](https://dufresne.ca)

# FURNITURE PRODUCT PROTECTION PLAN



UPHOLSTERY					
If your covering is:	Fabric	Microfibre	Vinyl	Bonded	Bicast
<b>Accidental Coverage</b>					
Foods	✓	✓	✓	✓	✓
Beverages	✓	✓	✓	✓	✓
Food grease	✓	✓	✓	✓	✓
Gum	✓	✓	✓	✓	✓
Crayons	✓	✓	✓	✓	✓
Pens	✓	✓	✓	✓	✓
Make-up	✓	✓	✓	✓	✓
Accidental biological stains–pets	✓	✓	✓	✓	✓
Accidental biological stains–humans	✓	✓	✓	✓	✓
<b>Product Defect</b>					
Fabric failure	✓	✓			
Broken zippers	✓	✓	✓	✓	✓
Frame defects	✓	✓	✓	✓	✓
Non-power mechanism failure	✓	✓	✓	✓	✓
Seam separation	✓	✓	✓	✓	✓
Joint separation	✓	✓	✓	✓	✓
Spring breakage	✓	✓	✓	✓	✓
Premature foam breakdown (see definitions)	✓	✓	✓	✓	✓
Optional power motion component coverage available. See Sales Professional for details.					

LEATHER		
If your covering is:	Leather	Vinyl
<b>Accidental Coverage</b>		
Foods	✓	✓
Beverages	✓	✓
Food grease	✓	✓
Gum	✓	✓
Crayons	✓	✓
Pens	✓	✓
Make-up	✓	✓
Accidental biological stains–pets	✓	✓
Accidental biological stains–humans	✓	✓
Accidental rips, tears or cuts not caused by pets	✓	
Seam separation	✓	✓
Cigarette burns	✓	
<b>Product Defect</b>		
Broken zippers	✓	✓
Cracking, peeling or lifting of finishes	✓	
Frame defects	✓	✓
Non-power mechanism failure	✓	✓
Joint separation	✓	✓
Spring breakage	✓	✓
Premature foam breakdown (see definitions)	✓	✓

HARD SURFACE	
Cracking, peeling or lifting of finishes	✓
Structural frame and joint defects	✓
Non-power mechanism failure	✓
Joint separations	✓
Accidental heat and liquid marks	✓
Breakage of glass	✓
Loss of silvering on mirrors	✓
Mechanism failure	✓
Hinges and hardware defects	✓
Metal frame weld defects	✓
Fireplace box	✓

## THE FINE PRINT

- Any accidents causing a stain or damage must be reported within 7 days of the incident. It is important to clean the stain as quickly as possible to ensure you get the best results.
- Spot cleaning refers to cleaning the affected area of the product and does not include the cleaning of the entire piece. In some cases, the affected area may be cleaner than the rest of the piece. You can arrange for full cleaning, at your expense, while the cleaner is at your home.
- The Product Protection Plan offers coverage for up to 5 years and is limited to 5 accidental claims per plan and the replacement of 1 core per seat, up to the purchase price of your piece.
- Power motion mechanisms require the purchase of the Integral Component Warranty.
- The Peace of Mind Promise is the cost of the plan excluding taxes and is valid for 180 days after the plan expiry.
- See Terms and Conditions for full details.

## SUGGESTED CLEANING METHODS

- Always test a small area of the piece that is not visible before cleaning a larger area.
- For minor spots and spills, wipe up any excess liquid immediately with a clean and absorbent cloth or sponge. If necessary, use a lightly moistened soft cloth with clean lukewarm water, and let it air dry naturally. If water is used, clean the entire area where the spot occurred.
- Do not use soap or soak the stain heavily with water. This may cause more damage.
- Do not use cleaning solvents, furniture polish, oils, varnish, abrasive cleaners, detergent, soaps, or ammonia water.
- For minor scratches on the surface of your furniture, use a chamois cloth or clean hands to gently buff the scratch. If needed, moisten lightly with distilled water to work the scratches out.

## FABRIC CARE TIPS

- Vacuum upholstered furniture once a week. Use a gentle brush to remove excess dust and dirt. Use your vacuum's upholstery brush attachment and the crevice tool to vacuum hard-to-reach areas.
- Rotate and reverse cushions frequently while fluffing up loose pillows.
- Clean spills and stains promptly – before they set. When spot cleaning upholstered furniture, follow the manufacturer's directions and test the fabric for discoloration and shrinkage on a less noticeable part of the upholstery. For cleaning an entire piece of upholstered furniture, professional cleaning will offer the best results.
- Removing cushion covers or arm caps for separate cleaning is not recommended. Doing so can damage backing materials and may cause fabric shrinkage and/or undesirable colour variations in comparison to the rest of the upholstery.
- Do not use upholstery cleaners on non-fabric furniture elements. Wood, metal and other component materials in upholstered furniture may be damaged by any fabric cleaning or stain removal products you may use for spot cleaning the upholstery.

## LEATHER CARE TIPS

- Under normal usage and conditions, regular dry-cloth dusting and vacuum cleaning in crevices or along the bottom is recommended.
- The use of a good leather conditioner is recommended every 6-12 months.
- Protect your furniture from sun and direct light. Like any upholstery material, leather can fade if exposed to the sun.
- Leather is a natural product and requires some care to maintain the authentic beauty of the hide.

## WOOD CARE TIPS

- Dust several times a week in order to maintain a clean surface and protect the finish from soil build up. Use a clean, lint-free, absorbent cloth for general dusting.
- Protect all wooden furniture from direct sunlight. Exposure to the sun's rays can dry out the wood and actually bleach out the color.
- Wood breathes almost like we do, and therefore, both extremely moist or dry air should be avoided. Use a humidifier or dehumidifier when needed to help keep wood from drying out or warping. Also, don't place your wood furniture near air vents; the forced air will adversely affect the wood.
- Cover the bottoms of accessories and other tabletop items with felt to prevent scratching. Use coasters under glasses to prevent water marks. Never let water stand on a wood surface, and always use a protective plate under flower vases filled with water to keep moisture from drawing into the wood.
- Never place hot items such as pots, serving dishes, pizza boxes, etc. directly on a wood surface.

## PEACE OF MIND PROMISE

Provided no claims have been made over the duration of your plan, you will receive a credit equal to the original Product Protection Plan amount paid, less taxes. This credit redemption is available only after expiration of the claims-free warranty period and is valid for a period of 180 days. The credit can be used towards the purchase of \$1000 or more of any regular priced furniture or mattress. Alternatively, you can redeem 50% of the amount paid towards the purchase of \$1000 or more of any sale priced furniture or mattress including PowerBuys. Only one Peace of Mind Promise credit per \$1000 purchase can be applied. You must produce a Peace of Mind Certificate at the time of redemption, you may contact customer service for a certificate when available. Certificates have no cash value. Credit available is non-transferable. Any unredeemed credits will be forfeited without notice.

**TERMS & CONDITIONS**

**Important:** Carefully review and keep secure these Terms and Conditions and your invoice; both documents must be presented with any request for service on the product or products. These Terms and Conditions (“Terms”) contain the limitations, exclusions, and claims procedures of the Tutoris Inc. (“Tutoris”) 4-Year Product Protection Plans for furniture products. To the original purchaser (“you”, “your”) of a Tutoris Product Protection Plan and one or more pieces of new furniture (“product”, “products”, “product or products”) from the authorized retailer, Tutoris guarantees that it will provide the coverage outlined in these Terms and according to the type of protection plan purchased, as indicated on the original bill of sale. Tutoris coverage begins on the date you take possession of the product or products. With the purchase of a Furniture Product Protection Plan, you will receive a multi-purpose care kit. You are entitled to 3 leather conditioner refills upon presentation of the empty bottle of conditioner at one of our retail locations.

**STRUCTURAL COVERAGE**

Structural coverage is a component of the Furniture Product Protection Plan. For products upholstered in fabric, microfiber, leather, bi-cast leather, bonded leather, or vinyl, coverage under the Furniture plan includes accidental stain coverage, as previously described, plus structural coverage limited to the repair of structural defects—breakage of frame or legs, joint separation, non-power reclining mechanisms, spring breakage, seam separation, foam core failure, broken zippers, and fabric failure (defined as weave separation, fraying, and microfiber separation from backing). For 100% leather component(s) hides only, Furniture plans also cover accidental rips or tears, cigarette burns, and cracking, peeling, or lifting of leather finishes. See Limitations and Exclusions for further details. Power Recline mechanisms are covered only if the additional Component Warranty was purchased at time of sale. For products partially or entirely made of solid wood or manufactured wood, coverage under this plan includes structural coverage limited to the repair of structural defects—breakage of frame or legs, joint separation, integral electrical components (e.g., firebox), accidental heat and liquid marks, accidental breakage of glass, cracking, peeling or lifting of wood finishes, loss of silvering on mirrors, accidental breakage of hinges, metal welds, or hardware, and structural cracking to wood products caused by manufacturer defect. See Limitations and Exclusions for further details.

**REPAIR VS. REPLACEMENT AND SET COVERAGE**

Tutoris provides spot cleaning (affected stain area only) and repair service. Tutoris is not responsible for any delays to repairs resulting from manufacturer’s ability to provide parts. If the authorized technician is unable to remove a stain or repair a structural defect, and if the claim is made within the applicable Product Protection Plan terms, Tutoris can, at its option, replace the affected or damaged piece.

Tutoris is not responsible for upholstery dye lot variations or the availability of matching upholstery or leather material. Should the original item no longer be available, you will be asked to select—from the retail location of the original purchase—a new, similar replacement piece, the value of which will not exceed the original purchase price of the stained or damaged piece. The replacement is limited to the stained or damaged piece, and does not cover cleaning, repair, or replacement of an undamaged item within a pair or set. A piece is defined as a single item on your sales order, with the exception of the following: a table top plus table base; headboard, footboard and bed rails; an entire sectional; an entertainment unit; a buffet plus hutch.

If the piece requiring replacement is part of a matching set or pair that was purchased as part of the original sales order, and the authorized technician was unable to remove a stain or repair a structural defect, and a matching piece is no longer available, Tutoris will, at your request, credit your account with the depreciated value of the undamaged matching piece or pieces. Depreciation is calculated as follows:

Time from date of possession	Original purchase price less
Up to 11 months	20%
During 12th month-24th month	40%
During 25th month-35th month	60%
During 36th month-60th month	80%

The original purchase price excluding the Tutoris plan purchase and applicable taxes.

Upon crediting your account, the undamaged pieces become the property of Tutoris and must be returned with the damaged piece.

**PEACE OF MIND PROMISE**

Upon purchasing the Furniture Product Protection Plan and if no claims have been made against the plan for the duration of the plan, you will receive a credit equal to the original Purchase Plan amount paid, less taxes. This credit redemption is available only after expiration of the claims-free warranty period of the Plan and is valid for a period of 180 days. The credit can be used towards the purchase of \$1000 or more of any regular priced furniture or mattress. Alternatively, you can redeem 50% of the amount paid towards the purchase of \$1000 or more of any sale priced furniture or mattress including Power Buys. Only one Peace of Mind Promise credit per \$1000 purchase can be applied. Customers must produce a Peace of Mind Certificate at the time of redemption. Certificates have no cash value, and cannot be redeemed on appliances and electronics. Any unredeemed credits will be forfeited without notice.

**LIMITATIONS & EXCLUSIONS OF ALL PLANS**

- Accidental coverage is limited to five accidental claims per plan. Any reoccurring accidental claims will be considered misuse or abuse and will not be covered.
- The comfort of furniture cores will change over time and is considered normal wear and tear. Tutoris will provide core replacement coverage only in the event of core failure resulting from the complete breakdown of core resiliency or foam compression (see Definitions and Examples). Core coverage does not include Dacron wrapping or stuffing in backs, pillows, armrests, footrests, or ottomans. Core failure coverage is limited to one replacement per seat.
- You must contact Tutoris within 7 days of the accidental stain or damage to the covered piece and follow cleaning instructions provided to you by Tutoris and/or agents. Failure to contact Tutoris within this 7 day period may void your coverage.
- Tutoris provides cleaning to remove the stain from the affected area only; the service does not include the cleaning of the entire product.
- All plans are for residential use only.
- Soiling is the continued build-up of dirt, debris, or substances over time. It is considered normal wear and is therefore not covered under the Tutoris protection plans. You are responsible for regular cleaning of the covered product.
- Tutoris’ liability is strictly limited to the obligations expressed in these Terms. Tutoris’ maximum liability per Product Protection Plan will not exceed the original purchase price of the product or products excluding taxes. In the event that a repair or a replacement product or products is equal to or exceeds the maximum liability, as detailed in these Terms, Tutoris will have honored its obligations and this agreement will be considered fulfilled.
- Area of coverage is limited to the area serviced by our distribution network. If you are outside of this area, you may be responsible for the payment of added mileage charges or, in the alternative, you may choose to deliver (drop off and pick up) at your own expense the affected product or products to a designated service depot.
- Tutoris is not responsible for upholstery or leather dye-lot variations or for the availability of matching upholstery material or leather.
- Normal wear: All products experience wear over the course of product use. Normal wear is not covered under the Tutoris Product Protection Plans.

**THE PRODUCT PROTECTION PLANS DO NOT COVER THE FOLLOWING:**

- Any manufacturer defect discovered within the first year of possession.
- Nail polish, nail polish remover, suntan lotions/oils, hair products, hand lotions, soiling, markers, dye transfers, bleaches, corrosive materials, newsprint, paint, stains, chewing tobacco, non-food related grease, gas, tar, asphalt, industrial products.
- Rips to dust or seat deck covers.
- Snags, bunching, piling of fabrics.
- Odor, however caused, including odor in cores resulting from biological stains.
- Natural stone, slate, granite, marble, concrete.
- Scratches or gouges of any kind.
- Fading of colour and discoloration, however caused (sunlight, manufacturing processes, etc).
- Stains caused by non approved cleaners.
- Rips, tears, cuts, cracking, and lifting of finishes on bi-cast leather, bonded leather, vinyl, and fabric.
- Normal wear and soiling.
- Everyday use of the furniture will cause soiling, which is not a one time stain but rather an accumulation and build up of, but not limited to, body oils, perspiration, or hair products. Regular and routine cleaning, as per the manufacturers care instructions, will minimize soiling.
- Dacron wrapping or stuffing in backs, pillows, armrests, footrests, ottomans.
- Willful abuse, neglect, or misuse of the product or products.
- Pet damage (other than that caused by bodily fluids).
- Loss of metal finishes.
- Preexisting damage or conditions in circumstances where the furniture is sold AS IS.
- Stains or damage caused to furniture while in transit or storage, commercial or rental applications.
- Damage caused by fraud, intentional acts, war, hostilities of any kind, if arising from illegal activity.
- Damage caused by an act of God.
- Repairs carried out by anyone other than an authorized service technician of Tutoris Inc.
- Anything not expressly specified in these terms as being covered under the plan.

**THE FOLLOWING TERMS ARE YOUR RESPONSIBILITY**

- Anything not expressly specified in these terms as being covered under the plan.
- Operating the product or products in accordance with the manufacturer’s instructions.
- Performing routine maintenance as recommended by the manufacturer.
- Performing all of the necessary servicing and repairs not covered by these terms.
- Contacting your service centre within seven days of the occurrence of the accidental stain or the discovery of structural damage.
- You are required to provide proof of purchase at the time of placing a service claim.
- You will reasonably cooperate with Tutoris service personnel in their efforts to perform their obligations under these terms.

**SERVICE PROCEDURES**

**Remember to have your original purchase invoice and terms and conditions on hand. Call Customer Care at 1-800-737-3233.**

1. For accidental staining claims, once we validate your Plan, our Customer Service Representative may guide you through a simple procedure of cleaning using the multi-purpose furniture care kit that was provided at time of sale. Should the stain persist, Tutoris will have the stained area professionally cleaned by an authorized technician, at no charge to the owner (additional mileage fees may be charged if outside the service area). An appointment will be made for the service claim request.
2. An inspection appointment may be scheduled for accidental damage or product defect claims, as detailed in the Terms and Conditions of the specific Plan. This inspection will provide Tutoris with the necessary information to adjudicate your claim. A second technician visit may be required to perform the repair. Tutoris is not responsible for delays in the receipt of manufacturer parts.
3. Once you have confirmed a service appointment, 24-hour notification is required if you need to cancel or reschedule. You agree to pay the incurred service rate if you fail to provide 24-hour notice or if you are not at the location at the time of the scheduled appointment.
4. If you are outside the store’s delivery area, you agree to be responsible for the payment of added mileage charges or, in the alternative, to deliver (drop off and pick up) at your own expense the affected product or products to a designated service depot.

**DEFINITIONS & EXAMPLES**

Please visit [www.tutoris.ca](http://www.tutoris.ca) for further information.

**Normal Wear and Tear** – Softening of cores and cushions, stretching of seams, fading and rub marks, uneven surfaces, nicks, scratches, piling of fabric, soiling, build up of residue (e.g., hairspray), shifting of stuffing, etc. Since these conditions are normal and not considered to be the result of a manufacturer defect or accidental staining, they are not covered by the extended service plans or protection plans described herein.

**Accidental Damage** – A one-time event that causes damage to a product during normal use. Damage occurring as a result of using the product for something other than its intended use (such as sitting on a glass coffee table, or standing on a dining room table or chair) is not considered accidental damage.

**Staining vs. Soiling** – Staining is a one time occurrence caused by an accident. Soiling is the build-up of dirt, debris, or substances over time. An example of staining is wine spillage. Examples of soiling include dirty areas on a cushion or hairspray build-up on a headrest or headboard.

**Spot Removal vs. Cleaning** – The Tutoris Product Protection Plan provides coverage for spot removal only. Professional cleaners will treat and remove the spot area only; they will not clean the entire set.

**Peeling / Lifting of Finishes** – A finish is defined as the surface application that is applied to wood, wood products, or leather. If this surface application starts to peel or lift away from the substrate, and this is not the result of abuse or misuse, it will be deemed a manufacturer defect and will be repaired. This does not include flaking specks, which are generally the same result of normal wear and tear, or peeling/lifting of finishes on bonded leather, vinyl or bicast.

**Abuse** – A product may be deemed ineligible for coverage if signs of abuse are evident. Abuse is defined as improper treatment of the product resulting from misuse, lack of proper maintenance, multiple claims for the same occurrence (e.g., staining), intentional damage, exacerbation of an existing problem or problems, failure to report a problem within the set timeline.

**Repair Coverage** – The warranty coverage will repair your product; it is not a replacement warranty. In the event we cannot repair the product, the decision may be made to replace the product with the same model or similar.



**PROTECTING YOUR INVESTMENT**

PRODUCT PROTECTION PLAN

**FURNITURE**



## WARRANTY & PROTECTION COMPARISON

### MANUFACTURER WARRANTY

Value:

### FURNITURE PRODUCT PROTECTION PLAN

Value:

Monthly Payment:

No thank you, I don't need a Product Protection Plan:

Signed: \_\_\_\_\_

PRODUCT PROTECTION PLAN	COVERAGE	MANUFACTURER WARRANTY
	<b>UPHOLSTERY</b>	
	Staining	
	Seam Separation	
	Cushion Cores	
	Springs/Web Seating	
	Rips, Cuts and Tears (Leather)	
	Cigarette Burns (Leather)	
	Manual Mechanisms	
	Power Components	
	<b>WOOD PRODUCTS</b>	
	Cracking & Splitting	
	Warping Shrinkage	
	Lifting/Peeling of Finish	
	Heat and Liquid Marks	
	Structural, Frame, and Joint Defects	

## FURNITURE PRODUCT PROTECTION PLAN



### PROTECTING YOUR INVESTMENT

Furnishing your home is both an investment and a lasting expression of your style. We want to ensure that your furniture looks and feels amazing for many years to come.

We understand that no matter how careful you are enjoying your new furniture—accidents happen. A Product Protection Plan will cover you against these accidents as well as manufacturers' defects long after the manufacturer warranty has ended. This includes up to 5 years of spot removal for accidental staining. For added protection, if the stain persists, we will repair the problem area or replace the piece if it cannot be repaired.

If you do not make a claim for the duration of your coverage, the value of your Product Protection Plan can be used towards a future purchase with our Peace of Mind Promise.

### WHY DO I NEED A PRODUCT PROTECTION PLAN?

- Accidents happen, and we will have you covered.
- Most manufacturer parts and labour warranties expire after one year.
- Furniture repair, cleaning or reupholstering your piece(s) can add up, often costing much more than the Product Protection Plan.
- If you do not use your Product Protection Plan, you are covered by our Peace of Mind Promise.



### OUR PEACE OF MIND PROMISE

If you do not make a claim for the term of your coverage, the value of your Product Protection Plan can be put towards a future purchase with our Peace of Mind Promise.

### WHAT DOES IT COVER?

- ✓ All parts and labour required for repair and deductible coverage.
- ✓ Cracking, peeling or lifting finishes and structural frame and joint defects.
- ✓ In-home spot removal services for accidental staining.
- ✓ Unforeseen defects in construction or manufacturing, plus coverage for other accidents for up to 5 years.

### TERMS & CONDITIONS:

- One Peace of Mind Voucher per \$1000 purchase.
- Cannot be combined with any other offer or promotion.
- Voucher valid for 180 days from date of plan expiry.
- Voucher must be presented at time of purchase.
- Voucher is non-transferable and has no cash value.
- Any unredeemed credits will be forfeited without notice.