

YOUR OBLIGATIONS:

- A. YOU (ORIGINAL PURCHASER) MUST HAVE THE COVERED MERCHANDISE DELIVERED FROM THE DEALER FREE FROM STAINS OR DAMAGE.
- B. YOU MUST REPORT ANY STAINS OR COVERED DAMAGE TO DIAMOND-KOTE WITHIN FOURTEEN (14) DAYS OF THE DATE THE STAIN OR DAMAGE OCCURRED, AND REASONABLY COOPERATE WITH DIAMOND-KOTE TO PERFORM THE SERVICE UNDER THIS LIMITED WARRANTY.
- C. YOU MUST FOLLOW THE CARE & MAINTENANCE GUIDELINES BELOW.
- D. EXCEPT FOR THE STEPS LISTED IN THE "CARE GUIDELINES" (SEE BELOW), IT IS RECOMMENDED YOU DO NOT ATTEMPT STAIN REMOVAL WITHOUT FIRST CONTACTING OUR CUSTOMER REPRESENTATIVE TOLL FREE AT 1-800-663-1708.
- E. YOU MUST RETAIN THIS LIMITED WARRANTY CERTIFICATE AND YOUR ORIGINAL BILL OF SALE FOR BOTH THE FURNITURE AND THE LIMITED WARRANTY AND PROVIDE THIS INFORMATION TO DIAMOND-KOTE UPON REQUEST. ONLY ITEMS LISTED ON THE BILL OF SALE WITH A LIMITED WARRANTY PAID FOR ON THE DATE OF PURCHASE OF THE FURNITURE ARE COVERED BY THIS PLAN.

Case Goods Limited Warranty - Term and Coverage

The term of this Limited Warranty is for a period of sixty (60) months from the date of delivery of the covered items for stains and accidental damage. Each covered merchandise cannot exceed \$10,000 purchase price under the Limited Warranty. Coverage under this Limited Warranty applies only to furniture used in the interior of single-family owner occupied residences. In the event of a valid claim subject to the terms and conditions of this Limited Warranty, Diamond-Kote will pay for the cost to have the furniture cleaned or repaired. If the stain cannot be removed or the damaged item cannot be repaired, Diamond-Kote will pay for the cost to replace ONLY the damaged piece of furniture, or portion thereof. Replacement will be the same as or similar to the original item purchased and shall not exceed the original purchase price. Replacements must be made within sixty (60) days of authorization; otherwise coverage under this Limited Warranty is void. Diamond-Kote, at its sole discretion, may provide monetary settlement in lieu of professional cleaning or replacement of the covered item. Such monetary settlement will not exceed the affected items' original purchase price and will release Diamond-Kote from all other obligations under the Limited Warranty.

Wood and other hard surface Furniture Limited Warranty Terms

If during the period of Limited Warranty coverage, the wood or other hard surface furniture becomes damaged due to normal spills including water, coffee, milk, soft drinks, human or pet biological stains or permanent markings from any water or oil based stain, including liquid marks and rings or the item is accidentally broken, scratched or gouged and the finish is penetrated and the substrata is exposed, the item is accidentally damaged by burns or heat caused by items found in a normal household environment or cracking, bubbling or peeling of the finish occurs that is caused by a specific incident, or loss of silvering on a mirror occurs then Diamond-Kote will repair or clean the damaged item or if the damaged item cannot be repaired Diamond-Kote will pay for the cost to replace only the damaged piece of furniture.

Guidelines for Care and Maintenance: Important

DO NOT attempt stain removal without calling a Customer Representative for TOLL FREE assistance at 1-800-663-1708. We do not recommend the use of unauthorized cleaning products and if used, WILL void this Limited Warranty. Please see attached guidelines for care and maintenance.

How to Arrange for Service: To initiate professional cleaning, repair or replacement, the Original Owner must first receive prior authorization, by calling 1-800-663-1708, and present both this Limited Warranty Certificate and original bill of sale for the covered items. All claims must be reported to Diamond-Kote within fourteen (14) business days of the occurrence of the stain or damage. Diamond-Kote must be contacted before any steps are taken to correct a defect or to remove a stain. Diamond-Kote will arrange for a Servicer to contact you directly. Improper or incorrectly performed maintenance or repairs voids this Limited Warranty.

Exclusions: This Limited Warranty does not cover:

- A. Stains or material damage caused by defect in factory materials or workmanship, or defect apparent at the time of delivery or Manufacturer recalls;
- B. Stains or damage to the covered items caused by: felt tip markers, dye, bleach, paint, acid or corrosive products, chewing gum, buildup of perspiration and body or hair oils, fading, soiling or damage caused by animal beaks, teeth or claws, nail polish and nail polish remover, stains of unknown origin and use of non-approved cleaning products;
- C. Overall cleaning and general maintenance including regular professional cleaning;
- D. The Original Owner's failure to use reasonable caution and care to protect the covered items;
- E. Abuse or neglect of the covered items;
- F. Stains or damage as a result of failure to follow the Manufacturer's instructions for care of the covered items;
- G. Damage caused by fire, smoke, flood or other natural disaster, theft or vandalism;
- H. Natural characteristics that cause appearance variations;
- I. Furniture sold "used"
- J. Furniture used for commercial institutional or rental purposes;
- K. Furniture in transit or storage;
- L. X coded and non-colorfast fabrics;
- M. The removal of any odour even where caused by a stain;
- N. Damage caused by scratches or stress tears on upholstery;
- O. Ready to assemble furniture;
- P. Wicker and Rattan Furniture;
- Q. Stains or damage not specifically listed as being covered;
- R. Surface scratches and chipped veneer are not covered, unless the finish is penetrated and the substrata is exposed.

General Conditions:

1. Diamond-Kote and all affiliated companies shall be released from all liability due to: (i) damage to the product, replacement of the product or injury to any person. (ii) indirect, consequential, or incidental damages (including damages for lost profits, business interruption and the like). Losses are limited to the current value of the covered items and will not exceed the original purchase price of the covered items.
2. If no defect is found or Diamond-Kote based on the terms and conditions of this Limited Warranty denies the repairs, the Original Owner will be responsible for all costs incurred.
3. This Limited Warranty is non-transferable to a subsequent owner and may not be renewed upon expiration of the coverage term described herein.

**This Plan is fully underwritten
Please retain this copy for your records**