

## Accidents Happen

And while you can't prevent them from happening, you can be prepared for them when they do. Introducing PurePromise Protection Essentials. A brand of furniture protection designed to keep life's little accidents from ruining your new furniture investment.

Between work and family, you have enough to worry about. Keeping your furniture looking like new shouldn't be one of them. With PurePromise, it doesn't have to be.

## What You Get:

- An eco friendly cleaning kit.
- Expert assistance and live support from our warranty service center.
- Access to and special pricing on most of our popular cleaning and care products.
- PROTECTION PLAN REBATE (see details inside)

## How it Works:

- Accidental Stain, Damage and Structure Protection for 5 years.
- Contact us on the website, or by phone within 15 days from discovery of an accident.
- For stains, we first provide you with professional cleaning advice including sending out free products if necessary to remove the stain. If the stain persists, we then send out a Certified Service Technician to professionally remove the stain.
- For all other covered accidents or covered structure failures, we will send out a Certified Service Technician to professionally repair the item.
- If we are unable to remove a stain or repair the damage, we replace the affected part or replace the entire piece of furniture free of charge. If your furniture is no longer available, you can reselect new furniture of equal or lesser value.
- Read your Terms and Conditions for complete coverage details. In cases where there is a discrepancy between this document and the Terms and Conditions, the Terms and Conditions will govern.

Pure Promise

*Our  
commitment to  
prompt customer  
service and  
your true satisfaction*



## Pure Promise Coverage Details:

Damage	Fabric	Leather	Hard Surface
<b>ALL Accidental Stains such as:</b>			
Pet/Human Bodily Fluids	X	X	X
Food & Beverage	X	X	X
Make-up	X	X	X
Nail Polish	X	X	X
Grease & Oil	X	X	X
Paint & Dye	X	X	X
Crayon, Ink & Markers	X	X	X
Grass & Mud	X	X	X
Accidental Rips & Tears	X	X	X
Accidental Heat Marks & Burns	X	X	X
Water or Beverage Marks, Stains or Rings			X
Checking, Cracking, Peeling & Lifting of Veneers			X
Cracking, Peeling & Bubbling of the Coating of Finish on Hard Surface			X
Scratches or Gouge (Penetrating Through Finished Surfaces)			X
Mirror Chipping			X
<b>Structure Failure such as:</b>			
Breaking or Cracking of Frames	X	X	X
Breaking or Cracking of Glass			X
Mechanisms, swivel bases	X	X	X
Separation of Joints & Seams	X	X	X
Defective Motors, Massagers, Vibrating Units and Heaters	X	X	X
Loss of Silvering on Mirrors			X

## Pure Promise PROTECTION PLAN REBATE

Congratulations on your decision to protect your new furniture. Your savvy choice not only protects your furniture investment from all accidental stains and rips, tears and burns; as well as structural damage, it comes with a “no-use, no-lose” provision. While you can’t prevent accidents from happening, you can be prepared for them when they do. So if you need to make a claim you are covered.

If you don’t make a claim you are still covered. Here is how it works:

- If you don’t file a claim during the five year warranty period, we will give you an in-store credit equal to the purchase price of the original protection plan.
- Simply, come into the store in which the PurePromise furniture protection plan was purchased within 60 days of the end of the warranty period.
- We will contact PurePromise to confirm non use of the claims process.
- Upon confirmation, you will be given 60 days from the time of the rebate request to use your credit.
- This rebate can be used only for the purchase of new furniture.
- The rebate may not be transferred and is not available for cash redemption.

With PurePromise furniture protection you will have peace of mind that your furniture will look fantastic for five years. And with our Protection Plan Rebate you get a risk free way for your money to stretch into the future with an in-store credit!