

## **EXCLUSIONS TO COVERAGE (P1PZ) 1Plan Plus:**

- 1.** Anything not listed in the “Product Specific Coverage” of this Plan.
- 2.** Damage to furniture items that is covered or should be covered by the manufacturer’s warranty,
- 3.** Damage that occurs to furniture items while located outside the 50 states of the United States.
- 4.** Damage caused during, or as result of delivery, handling, set-up or assembly of furniture items; furniture items in transit or storage; furniture items located outdoors. All losses covered by homeowners or renters insurance.
- 5.** Damage caused by pets or other animals, including but not limited to damage caused by beaks, claws, or jaws; repeated pet bodily fluid stains which are considered preventable occurrences.
- 6.** General soiling, which is defined as a gradual buildup of dirt, dust, body oils, perspiration, or any other accumulated stains that cannot be attributed to a single incident.
- 7.** Indentations from writing on wood surface or any type of surface abrasion; finish scorching (unless a specifically covered heat mark) and wood burns or heat damage; loss of silvering of glass or mirror components (unless specifically covered); scratches, rips, cuts, gouges, and scuff marks of any type that do not clearly penetrate through upholstery or the clear-coat finish on wood, exposing the bare wood.
- 8.** Leather or vinyl cracking or peeling, including damage caused by perspiration, body and hair oils; stress tears or rips, scratches, and leather scars or finish defects. Repair and replacement are specifically excluded on split hides used in seating areas.
- 9.** Odors.
- 10.** Unknown stains; color loss, fading, and discoloration; all normal wear and tear, including damage that cannot be attributed to a single relatable incident.
- 11.** Loss of foam resiliency; pilling, fraying or loosening of threads on upholstery; seam slippage or separation.
- 12.** Spring or coil damage (unless specifically covered)
- 13.** Fabric or leather dye lot variations, wood finish variations or manufacturer’s discontinuation.
- 14.** Unless specifically covered, plastic or metal parts, such as hinges and drawer slides, failure of assembled joints, all other nonfunctional or aesthetic parts, including but not limited, to knobs, buttons, and rollers, and baskets or accessories used in conjunction with the covered furniture item, such as pillows, lamps, and remotes.
- 15.** Ballpoint pen ink, crayon or lipstick marks of more than 6 inches in length are considered preventable.

- 16.** Damage caused by any unauthorized cleaning products or methods; damage caused by unauthorized repair methods; defects or damage caused by topical treatments; failure to follow manufacturer recommended routine maintenance and inspection.
- 17.** Unless specifically covered, stains or liquid rings, caused by substances such as medication (including vitamins), perspiration, body and hair oils, dyes, paints, acids, corrosives, caustic solutions, chemicals, bleaches, glue, candle wax, adhesives, gum, crayon, ink (except ballpoint pen ink), marker, dirt or other soil, pollen, tree sap, mold or mildew stains due to atmospheric causes, rust, nail polish, nail polish remover, cosmetics, hair treatments including hair gel, hair spray, mousse, or other like substances.
- 18.** Unless specifically covered the Plan does not apply to any other surfaces, including parachute cloth, "X" coded fabrics, 100% silk, non-colorfast material, draperies, area rugs, carpets, box springs, mattresses, nubuck, suede or other sensitive leathers, paper, fossil stone, marble, plastic, bare wood, wooden bed slats, oil finished furniture, crowned or curved glass, and electronic components; stains or damage to box springs, carpet or flooring due to any substance that may run off of the mattress or furniture item.
- 19.** Any upgrades to the furniture item that alter the appearance and function from the manufacturer's original state.
- This Plan does not transfer to replacement furniture.
- 20.** "As is", "final sale", "pre-owned" and rental products (other than an RTO Transaction); commercial use (multi-user organizations), public rental, use for profit or communal use for multi-family housing.
- 21.** Repairs necessitated by intentional physical damage, acts of nature, fire, burglary, theft, vandalism, collision, spilled liquids (unless resulting in a covered stain or liquid ring), corrosion, insect infestation, misuse, neglect, mishandling and abuse.
- 22.** Unauthorized modifications made to the furniture item; altered serial numbers; failure to follow manufacturer's installation, operation or maintenance instructions; repairs performed by non-authorized repairer; any items not affecting the furniture item's function.
- 23.** Damages due to external faults, such as wiring, electrical connection or plumbing.
- 24.** Products on loan during repair process.
- 25.** Failure caused by voltage converter and/or applying incorrect voltage to the furniture item.
- 26.** Diagnosis where no defect has been found or noted.
- 27.** Damage caused by war, invasion or act of foreign enemy, hostilities, civil war, rebellion, riot, strike, labor disturbance, lockout or civil commotion.
- 28.** Loss or injury to a person or loss or damage to property or any incidental, contingent, special or any direct or indirect loss and consequential damages including, but not limited to, losses incurred to any delay in rendering service under this Plan and loss of use during the period that your furniture item is at an authorized servicer or while awaiting parts.