

# Furniture Extended Protection Plan

## Terms and Conditions

**Plan Name:** Furniture Extended Protection Plan (FEPP-5)

**Administrator:** **Brandsource Estevan** [New Image Electronics Ltd.] (hereinafter referred to as "We," "Us," or "Our")

**Effective Date:** This plan is effective upon purchase and provides coverage starting immediately after the expiration of the manufacturer's warranty.

**Total Coverage Period:** Up to 5 years total protection (e.g., manufacturer's warranty period + 4 additional years provided by this plan). This Extended Protection Plan (the "Plan") supplements the manufacturer's warranty on your covered indoor furniture (e.g., sofas, chairs, tables, beds, case goods, recliners, adjustable beds). During the manufacturer's warranty period, claims will be directed to the manufacturer. This Plan provides coverage for structural and mechanical failures due to defects in materials or workmanship under normal residential use, mirroring the manufacturer's original warranty coverage, beginning after the manufacturer's warranty expires.

## Coverage Details

- **What is Covered:**

This Plan covers parts and labor costs for repairs due to defects in materials or workmanship resulting in:

- Structural breakdowns (e.g., frame warping, cracking, breaking, or separation of joints)
- Failure of electric mechanisms, motors, switches, power supplies, wiring, and related electrical components in power furniture (e.g., recliners, lift chairs, adjustable beds)
- Mechanism failures in manual or power reclining, adjustable, or moving parts

Coverage mirrors the specific terms of the manufacturer's warranty unless otherwise stated herein.

- **Service Type:**

In-home service will be provided within a reasonable distance (e.g., 100 km round trip) from an authorized service center.

Customers are responsible for any travel fees beyond this distance. Technicians will diagnose and repair on-site where possible.

- **Replacement:**

If the furniture cannot be repaired, We will, at Our discretion, replace it with a new or refurbished unit of like kind and quality (based on similar features and functionality, not necessarily the original model, style, or current availability). Replacement fulfills all obligations under this Plan for the original furniture. The replacement unit is not eligible for new coverage under this Plan but may qualify for a separate purchase.

- **Maximum Liability:**

Our total liability under this Plan shall not exceed the original purchase price of the covered furniture (excluding taxes, delivery, and accessories).

- **Transferability:**

This Plan is transferable to a subsequent owner at no charge. The original purchaser must contact Us to arrange the transfer.

- **Loss of Documentation:**

Loss of your purchase receipt or Plan certificate does not invalidate coverage, provided proof of purchase and Plan enrollment can be verified.

## How to File a Claim

- Contact Our service department at [contact@niestevan.com](mailto:contact@niestevan.com) or on our website at [www.estevanbrandsouce.com](http://www.estevanbrandsouce.com)
- Provide your Plan details, furniture model/serial number (if applicable), original purchase receipt, and a description of the issue.
- Claims must be initiated during the coverage period. If a claim is submitted while coverage is active, service will continue even if repairs extend beyond the Plan expiration.

## Frequently Asked Questions (FAQ)

- **Can I purchase the Plan after buying the furniture?**

Yes, the Plan must be purchased within 30 days of the furniture purchase date.

- **Does the Plan transfer to a replacement furniture item?**  
No. If the furniture is replaced under this Plan, obligations are fulfilled. You may purchase a new Plan for the replacement.
- **What if no fault is found?**  
If no defect is found or the issue is not covered (e.g., user error or maintenance), you are responsible for any diagnostic, service, or travel costs incurred.
- **How long do repairs take?**  
Repairs typically take 1-4 weeks, depending on parts availability and servicer scheduling.
- **Commercial Use:**  
This Plan is for residential use only. Commercial, rental, or business applications are not covered.

## Exclusions (What is Not Covered)

This Plan does not cover:

- Claims during the manufacturer's warranty period (handled by the manufacturer).
- Any battery components, rechargeable batteries, or battery-related failures.
- Accidental stains, spills, tears, rips, punctures, burns, scratches, gouges, or any damage from handling/misuse.
- Delamination of bonded fabrics, peeling, pilling, or separation of microfiber/bonded materials.
- Damage due to misuse, abuse, neglect, accident, improper assembly/installation, unauthorized repairs or modifications, pets, environmental factors, or cumulative soiling.
- Cosmetic damage (e.g., fading, discoloration, scratches that do not affect structure) or normal wear and tear beyond structural/mechanical failures.
- Consumable items or normal maintenance, cleaning, adjustments, or setup.
- Outdoor furniture, damage from weather, or items exposed to elements.
- Products with altered or missing identification labels.
- Used, refurbished, discontinued, or commercial-grade furniture.
- Consequential or incidental damages (e.g., loss of use, downtime losses).
- Over-the-counter exchanges or any benefits provided solely during the manufacturer's warranty.
- Damages from acts of nature, theft, or loss.
- Unauthorized repairs or modifications may void this Plan.

## Cancellation and Refund

- You may cancel this Plan within 30 days for a full refund if no claims have been made.
- After this period, refunds may be prorated minus any claims paid and an administrative fee.
- We reserve the right to cancel for fraud or misrepresentation.

## General Terms

- This Plan is valid only for furniture purchased new and accompanied by proof of purchase.
- Coverage dates are based on the original furniture purchase invoice.
- We will make reasonable efforts to repair in a timely manner but do not guarantee specific timelines.
- Terms are subject to change; refer to your Plan document or contact Us for the latest version.

By purchasing this Plan, you agree to these Terms and Conditions. For questions, contact us at [contact@niestevan.com](mailto:contact@niestevan.com)

Thank you for choosing Brandsource Estevan [New Image Electronics Ltd.] for your furniture protection needs!

