BIG SANDY Superstore TOTAL CARE PROTECTION PLAN

Your Home, Your Style Guaranteed for Life

TOTAL CARE PROTECTION

3 Year Coverage

Fabric and Leather are covered from:

- Accidental stains caused by anything normally consumed by humans. (Food and drink)
- Human bodily fluids (except feces, odor, scalp or hair oils)
- Excessive loss of foam resiliency in cushions and arms
- Premature wear, seam separation and loss of latex backing.
- Cracking and/or peeling of leather surfaces.

Construction Coverage

- Protection against mechanism failure for recliners, swivels, sleepers and lift chairs.
- Frame and leg structural defects, warping, cracking, breaking and separation of frame components.
- Structural defects such as warping, door guides, breaking, separation of components, hinges and mechanisms.
- Failure of integral electrical and mechanical components such as massage, lifts and power recliners.
- Failure of structural integrity of case goods (nightstands, chest of drawers, server etc.).

Wood and Solid Surface Coverage

- Scratching or chipping of glass or mirrors, including loss of silvering in mirrors.
- Broken or cracked hardware.
- Lifting, cracking, and peeling of solid wood, laminated finishes or veneers not caused by heat or water damage

TOTAL CARE PLUS PROTECTION

5 Year Coverage
Includes all of the above plus:

Free Local White Glove Delivery

Your **Total Care Plus** purchase includes free local white glove delivery. Deliveries outside our local delivery area will be subject to additional charges (Minimum=$20).

1-Time Pet Forgiveness (on one piece)

Pet Biological Stains		Accidental Damage
•Blood	•Saliva	•Pet Marks
•Urine	•Vomit	•Claw marks/tears

**Only one incident included in coverage*

10 Year Frame Coverage

Total Care Plus covers the frame of your furniture for up to 10 years. After the original 5 year Total Care Plus Protection through 10 years, frame will be covered for parts only.

WHAT'S REQUIRED OF YOU?

- Maintain a proper environment for your furniture that meets or exceeds manufacturer standards.
- Clean your pieces according to the manufacturer's standards.
- Use tablecloths/pads, placemats, and coasters on all wood furniture. Nearly all dinnerware will cause small surface scratches over time.
- Avoid allowing pets on your furniture. Even the best trained pet can accidentally scratch or stain your furniture.
- Fading in leather and upholstery furniture is natural. To help delay, avoid placing your furniture in direct sunlight. This causes faster fading and drying over time and is not covered by any warranty.
- Spot Clean Only. Report any damages or stains you are unable to remove by following the manufacturer's cleaning instructions to Big Sandy **WITHIN 5 DAYS**. Failure to do so may void this coverage.
- If your furniture is located outside our normal delivery area, you will be required to bring the furniture to a Big Sandy location in order to have repairs made. Contact Big Sandy Superstore to confirm normal delivery area.
- Total Care Protection covers residential use only. Coverage not extended to commercial usage or properties.

IF YOUR FURNITURE NEEDS SERVICE

- If a stain occurs, refer to your furniture's cleaning instructions.
- Report damages or stains you are unable to remove within **5 days** of their occurrence to Big Sandy Superstore's customer service department.
- Place your work order by going to our website at www.BigSandySuperstore.com/services or by texting 740-574-0908
- Once your work order is placed you will be contacted by the service department within 72 hours. The service department will provide the appointment date and time of your in-home service.
- During your scheduled service appointment our factory trained technician will inspect, photograph, make all possible repairs and create a list of parts to complete any future repairs.
- If additional parts are required the service department will place an order with the manufacturer (some part orders may extend the completion time of your service order).
- Big Sandy service department will contact you once your parts are received to complete your repair.

FACTORY CERTIFIED TECHNICIANS

Your Total Care Protection is backed by our team of fully certified, highly trained technicians, as well as our 80,000 sq ft Big Sandy Service Center, located in Franklin Furnace, Ohio.

Our Service Center is the largest and most state-of-the-art facility of its kind in the region. With the latest technology, paired with experienced master craftsmen, your furniture has never been in better hands! We take pride in restoring items beyond the original factory specifications, and we're proud to provide our Lifetime Parts Guarantee, allowing you to buy with supreme confidence

TOTAL CARE NO RISK GUARANTEE

Guarantees the original purchaser of covered furniture.

If you don't need In-Home Service...You can cash in your Coverage! That's right! If you have not used any services offered by your Total Care or Total Care Plus Policy, you can cash in your coverage at any point between the purchase date and the end of your 10 year coverage Total Care Plus (5 year) or within 6 months of expiration of Total Care (3 Year). You will be issued a store credit equal to the full purchase price of the plan that can be used toward a future purchase of any new furniture or mattresses! This credit is not to exceed 50% of your next purchase (before tax and delivery, if applicable). For example, if you paid $199 for your Coverage, you would get $199 toward your $399 or more furniture or mattress purchase. Use of said credit voids the remainder of the Warranty.

MANUFACTURER'S WARRANTY (INCLUDED)

Big Sandy Superstores is one of the only retailers with Certified Technicians on staff, allowing us to honor all manufacturers' warranties. A manufacturer's warranty provides repair options for a specified time after purchase. Big Sandy Superstore has qualified technicians to make such repairs, according to the manufacturer's warranty. **The manufacturer's warranty is always for repair of the product, and does not cover any replacements.**

PLAN	Total Care	Total Care + 5 Year
Cost	15% $99 Min	20% $149 Min
Length	3 Years	5 Years
1 Year MFG Coverage	Yes	Yes
Stain Coverage	Yes	Yes
Local White Glove Delivery	1/2 Price	FREE
POM	100%	100%
10 Year Frame Coverage	No	Yes
Pet Protection	No	Yes

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