

THREE YEARS of Protection From Common Household Damage



UPHOLSTERY • DINING • BEDROOM

Certified IN-HOME TECHNICIAN SERVICES

Should your new furniture become damaged as described under the Home Elite Care plan, if required, we will send a certified professional technician to repair or correct the damage. Our technicians are qualified to perform a wide range of services and can often repair damage 75% of the time. We work around your schedule and visit your home when it is convenient for you.

Easy Access TO OUR TRAINED AGENTS

We believe our job is to ensure you receive the service you deserve when it is convenient for you. Our agents are highly trained and available to answer your questions, provide advice, or help resolve claims you have under our furniture protection plan. Reach us toll free at 833-395-7824. You're not just a customer, you're our client, and our job is to answer your questions and solve your problems quickly, efficiently, and in a friendly, helpful manner.

WE HAVE *registered* YOUR PLAN FOR YOU

We have already registered your plan and taken steps to ensure if you need us our agents have all the information required to provide fast, friendly service. When you call in with a claim, simply provide us your name, phone or contract number and we will locate your records, and take steps to resolve your claim promptly.

Home Elite Care

Three Years of Reliable Protection

Against Damage From*	Leather** & Vinyl	Fabric & Microfiber	Wood & Hard Surface
Most Stains Including:			
Food Stains	✓	✓	✓
Beverage Stains	✓	✓	✓
Human Body Fluids	✓	✓	✓
Pet Body Fluids	✓	✓	✓
Grass & Mud	✓	✓	✓
Cosmetics	✓	✓	✓
Nail Polish	✓	✓	✓
Ink, Markers, & Crayons	✓	✓	✓
Dye Transfer Including:			
Newspaper	✓	✓	✓
Blue Jeans	✓	✓	✓
Rips, Tears, & Punctures Including:			
Knives	✓	✓	
Tools	✓	✓	
Household Items (excludes seam separation)	✓	✓	
Burns & Singe Marks	✓	✓	✓
Failure of Integral Electrical Components:			
Motors & Power Units	✓	✓	✓
Switches	✓	✓	✓
Control Devices	✓	✓	✓
Breaking of Mechanisms	✓	✓	
Breaking of Frames & Springs	✓	✓	
Scratches, Dents, & Chips Penetrating Finish			✓
Checking, Cracking, Bubbling, Peeling of Finish			✓
Lifting of Veneer & Breakage of Structural Components*** & Bed Rails			✓
Warping			✓
Mirror Chipping, Breakage, & Loss of Silvering			✓

*Subject to contract terms & conditions **Excludes Nubuck ***Excludes Chair Rungs & Joints

BENEFITS YOU CAN USE & COVERAGE YOU CAN TRUST

Upholstered Fabric & Leather Furniture

- ✓ Most stains including food, beverage, pet/human urine, ink, grass, mud & more
- ✓ Rips, tears, burns & punctures
- ✓ Failure of motors
- ✓ Breakage of mechanisms and frames

Dining Rooms, Bedrooms, Tables & Dinettes

- ✓ Most stains such as water, ink & liquids
- ✓ Scratches, dents, chips or gouges
- ✓ Warping, checking, bubbling, or peeling & bed rail breakage
- ✓ Lifting of veneers structural components***
- ✓ Loss of silvering on mirrors

Service You Can Count On

- ✓ Agents are standing by to assist you
- ✓ Reach us by phone at (833) 395-7824
Monday - Friday: 9 a.m. to 7 p.m. (EST)
Saturdays: 10 a.m. to 4 p.m. (EST)
- ✓ No deductibles
- ✓ Serviced by certified technicians
- ✓ Helpful advice on caring for your furniture

Don't Use it/ You Won't Lose It

Ask your sales associate about an in store credit if you don't use your plan*.

*In-Store Credit Only - Credit may not exceed 50% of total purchase price. Some restrictions may apply.



Scan the QR to file a claim

Coverage subject to terms and conditions of applicable "Furniture Protection Plan Terms & Conditions." In the event of a conflict between information contained in this brochure and the Furniture Protection Plan Terms and Conditions, the Furniture Protection Plan controls. Important Exclusions Apply; Read the sample contract carefully.

Reach us by phone — 833-395-7824

File a Claim at <https://5starservice.net>

Accidents may happen, but your plan ensures you won't have to live with damaged furniture during its coverage.

WIN - WIN GUARANTEE

- **REPAIR – YOU WIN** if you need your furniture repaired within your 3-year Home Elite Care coverage.
- **REPLACE – YOU WIN** should your furniture need to be replaced within your 3-year Home Elite Care coverage.
- **CREDIT – YOU WIN** if you never have a claim within your 3-year Home Elite coverage: if you don't use it, you won't lose it!

Your Home Elite Care Protection Plan is valid for 3 years from the delivery date of your covered furniture. It is not renewable and is non-transferable.

Subject to certain exceptions:

From date of discovery, you will have 60 days to report damage, or the claim will be denied.

Home Elite Care Credit requires a minimum purchase equal to two times the value of the credit.

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- Within 30 days, your HEC Protection Plan registration will be mailed to the address you provided.
 - Your plan will include your registration number and instructions on how to file a claim.

If you have questions about your plan or need to file a claim before receiving your registration:

- Call 1-833-395-7824
- Email customerservice@homefurn.com
- homefurn.com/home-elite-care