

RECLINER POWER & MESSAGE PROTECTION PLAN

**YOUR SERVICE AGREEMENT NUMBER IS:
RAHRPM2011-30000001**

- Register this Service Agreement online at www.buyultrashield.com/relaxathome
- Keep this Protection Plan and your original invoice
- Any damage or failure must be reported to Ultra Shield within five (5) business days of the date that the damage or failure occurred. Notify Ultra Shield by calling (800) 866-9636.



SERVICE CONTRACT:

This Ultra Shield 3 Year Recliner Power and Massage Protection Plan ("Protection Plan") is a Service Contract between you, the original purchaser and consumer, and Ultra Shield, the administrator and provider of this Service Contract.

- In the event of an electrical or mechanical failure due to a manufacturers defect, Ultra Shield agrees to provide Service ("Service") as outlined in the "SERVICE PROCEDURES" section of this Protection Plan.
- This Protection Plan is not a cleaning contract, insurance policy, or your manufacturer warranty.
- This Protection Plan is valid for a period of three years ("the Term") from the delivery date of your new furniture.
- This Protection Plan is non-transferable and not renewable.
- You must retain this Protection Plan and the sales receipt for both the furniture and this Protection Plan.

REQUIREMENTS FOR REQUESTING SERVICE:

Failure to meet any of the following requirements can result in a denial of Service under this Protection Plan.

The furniture must have been delivered soil-free and damage-free from the store where it was purchased. You must have performed all routine and preventative maintenance, as recommended by the manufacturer.

1. Any manufacturers defect or mechanical failure must be reported to Ultra Shield within five (5) business days of the date that the damage or failure occurred. Notify Ultra Shield by calling (800) 866-9636.
2. You must provide Ultra Shield with a copy of the sales receipt and a copy of this Protection Plan within 5 business days after reporting your damage or failure.

WHAT IS COVERED:

This Protection Plan provides Service for any of the following except what is listed in the "WHAT IS NOT COVERED" section of this Protection Plan:

If during the Term of this Protection Plan, any manufacturers defect shall occur in the motors, electrical or mechanical parts and assemblies, or roller mechanism (the "Parts"), Ultra Shield will exchange, repair, or replace such parts.

SERVICE PROCEDURES:

If Ultra Shield determines that the reported damage or failure is covered under this Protection Plan, Ultra Shield will provide one or Service as listed below:

- Ultra Shield shall dispatch an authorized technician to exchange, replace or repair the damaged Parts.

WHAT IS NOT COVERED:

This Protection Plan does not include service needed on Equipment as a result of any of the following:

1. Installation, set-up, moving, or relocation from the originally installed location.
2. Cosmetic changes, tears, or failure of fabrics, woods, foam, pads, plastics, upholsteries, exterior coverings, and damages and changes resulting from normal wear and tear.
3. Negligence, misuse, abuse, improper maintenance, electrical disturbances and power surges, acts of nature, or work, attachments, additions, alterations, or modifications by persons other than authorized Administrator service providers.
4. Failure by the Customer to use a high-quality surge protector during the entire Service Period.
5. Improper operating environment.
6. Any problem not involving a defect.
7. Damage or malfunction whatsoever caused by an animal or pet.
8. Damage or malfunction caused by liquids of any kind.
9. Rental, business, commercial, institutional or other non-residential use.
10. Unnecessary service calls. If no problem is found upon diagnosis by Ultra Shield or any other third party, you may be charged our standard rate for service calls, shipping costs, and parts.
11. Dropped product or components (including remote controls).