

GOLD COMPLETE

FURNITURE PROTECTION PLAN

COVERED STAINS & DAMAGE*	FABRIC	LEATHER	WOOD AND OTHER HARD SURFACES
Any household stains	●	●	●
Human and pet biological stains (except perspiration, hair and body oils)	●	●	
Punctures, cuts, tears, rips**	●	●	
Burns	●	●	●
Zipper and button breakage	●	●	
Seam separation	●	●	
Heat marks			●
Springs, frames, certain mechanisms	●	●	●
Checking, cracking, bubbling, peeling of finish			●
Scratches, gouges, chips			●
Structural breakage			●
Liquid marks or rings			●
Loss of silvering on mirror			●
Chips, scratches, breakage of glass or mirror			●
Matching pieces	●	●	●

REMEMBER TO:

- **READ YOUR PLAN** carefully to understand what's covered (and not covered) and how to get help when you need it. Questions? Call for answers now.
- **BLOT STAINS** with a clean, dry cloth before calling us, but don't attempt to clean the stain further until we give you specific instructions.
- **ACT FAST** because many stains and damage issues are time-sensitive ... so is your plan. You must call within 30 days of when the stain or damage occurred.
- **CALL US AT 877.584.GOLD (4653) to request service.** Have your receipt and plan number handy.

COVERAGE INCLUDES:

HOUSEHOLD STAINS such as

- bleach
- cosmetics
- crayon
- glue
- grass
- grease
- ink
- lotion
- marker
- mud
- oil
- tar

FOOD & BEVERAGE STAINS such as

- cheese sauce
- chocolate
- gum
- ice cream
- juice
- ketchup
- mayonnaise
- mustard
- pizza
- popcorn
- soda
- wine

HUMAN & PET BIOLOGICAL STAINS

on fabric, leather, and vinyl, such as

- blood
- saliva
- urine
- vomit

Accumulation of stains, soil build-up over time, perspiration, hair and body oils are not covered by this plan.

ACCIDENTAL DAMAGE

to wood and other hard surfaces, such as

- breakage
- bubbling
- cigarette burn
- checking of finish
- chip
- cracking
- gouge
- heat mark
- liquid mark
- loss of silvering
- peeling
- scratch

to fabric, leather,** and vinyl, such as

- cigarette burn
- separated seam
- broken mechanism
- puncture or cut
- rip or tear
- broken frame

*Your retailer has a complete set of terms and conditions, including coverages, limitations, and exclusions, available for review. Ask your sales associate to review a sample of the plan before purchasing.

**Surface scratches on leather are not covered.

This document is not your protection plan. If you have not received your plan within 14 days of your furniture delivery, please call 877.584.GOLD (4653).

