



LEADERS HOLDING CO.TM

Est. 1971

Protection PLUS Plan (PLUS-) Accident Forgiveness Plan

Protection Plus Plan is Leaders Furniture® accident forgiveness plan. Protection Plus Plan offers the customer additional coverage above and beyond a manufactures warranty. The most exciting part about this accident forgiveness program is Leaders Furniture® gets to make the final decision on helping the customer.

The vendor code will now be **PLUS-** and will now carry a 4-year warranty.

Leaders Furniture’s #1 company goal is to make “A happy customer the first time.” The Protection Plus Plan is intended to offer our customers the opportunity to provide additional piece of mind.

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What you need to know:

1. **What is the commission for Protection Plus?**
 - a. 15% commission
2. **When Does the Customer's 4-Year Coverage Start?**
 - a. The date of delivery
3. **If I have to do a partial fulfillment will the protection plan still apply?**
 - a. Yes, as long as the protection plan was on the order
4. **What if my customer lost their paperwork?**
 - a. Not to worry. Leaders keeps all customer records and we can simply reprint it for them.
5. **What if a customer only wants to protect some of the items on their order, not all of the items?**
 - a. That's okay! The items to be covered would need to be on separate sales order
 - i. The items that are being covered with the Protection Plus would need to be on the same Sales Order as the Protection Plus Plan SKU's.
 - ii. The items not being covered with the Protection Plus would need to be on a separate Sales Order.
6. **Can I sell Protection Plus to Designers and Contract Sales?**
 - a. If a designer/decorator wants to purchase the plan for her client, it must be for residential use only and not for a rental/investment property.
 - b. Contract Sales cannot purchase the Protection Plus Plan.
7. **What Happens If the Customer Has A Claim?**
 - a. The customer should notify a Leaders team member so we can open a Solutions Center case. The Solutions Center will help them get the information together to file a case. Leaders will have the final say in covering the customer.
 - b. If the concern cannot be corrected the item will be replaced.
 - i. The replacement item that the claim was on no longer carries an accident forgiveness plan. The covered item is not eligible for a new or additional protection plan. All other items are still fully covered.
8. **What if the item cannot be cleaned or fixed and the item is not currently available?**
 - a. Leaders at its discretion can refund the value of the Protection Plus Plan, replace the product with a similar item, offer a store credit, or refund the customer the purchase price before tax and delivery.
9. **What if I have to exchange an item outside of the Plus Plan extended coverage**
 - a. If an item is exchanged and it does not relate to the Plus Plan extended coverage, the Plus Plan extended coverage will remain in effect on the item from the initial first delivery date of the original item.

What's Covered?

Leaders' 4-Year Protection Plus Plan includes a 4-Year Fabric Protection warranty on cushioning & upholstery indoors or out. The plan also includes 4-year accident forgiveness coverage above and beyond the manufacturer's warranty. Please refer to the Protection Plus Card for details

You can find what all is covered under the Protection Plus plan on the back of the card.

How to sell Protection PLUS (PLUS-)

One the sales floor

- ✓ Mention it early
- ✓ Add in the feature and benefit throughout your conversation
 - Insured by Leaders, we get to say yes
 - Covers accidents above and beyond the manufacturer's warranty
 - Protect your investment
- ✓ Always include it as an option in a quote.

On a Sales Order

The vendor code for Protection Plus is **PLUS-**. It is considered a bulk item; therefore, it is not serialized.

PLUS- is priced by the piece, with the same SKU and price no matter which pieces the customer purchases.

Protection Plus Plan, \$75 minimum includes first three pieces. \$25 for each additional item, includes fabric protection & Accident Forgiveness. See the examples in the table below.

Price is \$25 per piece with a \$75 minimum for Protection Plus

Quantity of pieces purchased	SKU	Price
Andros Sofa = 1 piece (Remember there is a \$75 minimum price, even if they only purchase 1 or 2 pieces)	(QTY 1) PLUS-PLAN	\$75.00
Islamorada 3-piece Dining Set = 3 pieces	(QTY 3) PLUS-PLAN	\$75.00
Islamorada 5-piece Castor Dining Set = 5 pieces	(QTY 5) PLUS-PLAN	\$125.00
Island Way HB Sofa, HB Lounge Chair, ottoman, end table, coffee table, and plasma tv console = 6 pieces	(QTY 6) PLUS-PLAN	\$150.00
Empire 3-piece Bistro Set = 3 pieces	(QTY 3) PLUS-PLAN	\$75.00
Kokomo Sectional Seating: 3 armless chairs, 1 wedge, 1 storage arm, 1 left arm facing chair, & 1 fire pit = 7 pieces	(QTY 7) PLUS-PLAN	\$175.00

Front of the Card



Back of the Card

Fabric Protection PLUS from LEADERS


Fabric Protection PLUS combines our incredible 4 Year Fabric Protection Warranty PLUS Accident Forgiveness, offering coverage above and beyond the manufacturer's warranty, backed by Leaders.

ACCIDENT FORGIVENESS EXCLUSIONS
 Accumulation of stains, soil buildup over time, perspiration, hair and body oil, mold and organic growth, normal wear and tear and commercial use are not covered by this protection plan. It is expected that effort will be given toward basic maintenance of the product.

IMPORTANT CARE INSTRUCTIONS
FABRIC: Even with fabric protection applied, it is still important to perform regular maintenance by vacuuming to remove soil build up. Attempt to clean up spills when they happen. If you have your upholstery professionally cleaned, you will not void your 4 year warranty.
FURNITURE: To extend the life of your indoor/outdoor furniture please reference the care & maintenance guidelines and suggestions provided by the manufacturer. If you have any questions, please contact us.
 Always test your cleaning method in an inconspicuous area before cleaning or removing stains or buildup. If color lifts or fades, **DO NOT PROCEED. CONTACT LEADERS FOR FURTHER INSTRUCTION.**

WHAT'S COVERED FOR INDOOR & OUTDOOR FURNITURE
 Food Stains Including Gum & Beverage; Human Body Fluids from Saliva, Urine, Stomach Fluid or contents and Blood; Pet Body Fluids from Saliva, Urine, Stomach Fluid or contents and Blood; Accidental Rips & Tears, Cuts, Punctures, Burns, Lipstick, Nail Polish & Nail Polish Remover, Cosmetics, Lotions, Bleach and Caustic Solutions, Paint, Crayon, Glue, Tar, Wax, Ink, Marker, Dye, Grass and Mud Stains, Grease, Motor Oil, Heat Rings and Liquid Marks, Dents and Gouges that Penetrate the Finish, Scratches that Penetrate the Finish, Checking and Bubbling of the Finish Due to an Incident and Loss of Silvering On Mirrors.

PLUS-PLAN


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PRIOR TO CALLING
 1. Try and find your original receipt, if you cannot, we can look you up.
 2. Have the date and time when the spill occurred. It will be helpful if we know what caused the stain.

HOW TO PLACE A SERVICE CALL
 Call 888-705-4001 or claims@furniturecareprotection.com to request service for the stain or damage.

TERMS OF SERVICE
 This extended protection plan applies only to the original purchaser of new residential use furniture from Leaders. The protection plan is for a period of 4 years from the date of delivery and is not transferable if the furniture is sold to a third party. If staining or damage occurs within the plan period and the damage cannot be removed or repaired, Leaders will replace the affected item or refund the purchase price of the plan agreement, at Leaders discretion. **Once an item has had a claim then it is no longer covered and no longer eligible to be covered by an existing or new policy.**

LEADERS CUSTOMER SERVICE
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underwritten by


ALL STAINS OR DAMAGE MUST BE REPORTED WITHIN FIVE (5) DAYS.