



LEADERS HOLDING CO.™

Est. 1971

Protection Plus

Protection Plus is owned and offered by Leader’s Holding Co.™ (LHC) to customers as an extended protection plan. The protection plus plan is reinsured by FCP (Furniture Care Protection) to meet legal requirements of offering a protection program. Leader’s Solutions Center team gets to make the final call on the service our customers receive. Please use the following guidelines to exceed customer expectations.

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Concern	Covered by FCP	Covered By LHC	Escalation Process
Accidental damage, Burns Frame damage Rips Spills, See protection plan card for a full list	Yes	Yes	<ul style="list-style-type: none"> ✓ Request photos ✓ File claim at claims@furniturecareprotection.com using the email template in U:\Solutions Center\2.0 Email Templates
Accumulation/Soiling	No	Yes	<ul style="list-style-type: none"> ✓ Request Photos ✓ Based on assessment, options in order are: <ol style="list-style-type: none"> 1. Offer cleaning kit and instructions, request before and after photos 2. Offer to have us clean one cushion to show it can be cleaned <p><i>If customer becomes escalated step 3 or 4 can be utilized with the approval of the Solutions Lead or Sales Leadership Team</i></p> <ol style="list-style-type: none"> 3. Contact Furniture Care at claims@furniturecareprotection.com and ask that they provide cleaning under the plus plan. 4. If customer refuses cleaning, replacement is deemed to be a better option, or cleaning is unsuccessful, we can offer the customer one of the following options. <ul style="list-style-type: none"> • Customer can choose to replace the full cushions or casings only (if cushions are less than one year old), under their one time Plus Plan coverage. Once replaced, the cushions will no longer be covered under the Plus Plan • Customer can choose to purchase new cushions or casings at their own expense. • Customer can decline both of those offers and opt to clean the cushions themselves.
Pilling	No	Yes	<ul style="list-style-type: none"> • Request Photos. • Based on assessment, options in order are: <ol style="list-style-type: none"> 1. Offer to mail de-pill machine to customer. 2. Send drivers out to de-pill as a one- time service and leave machine with the customer once complete.

Concern	Covered by FCP	Covered By LHC	Escalation Process
Fading	No	Sunbrella or Outdura fabric, Yes.	<ol style="list-style-type: none"> 1. Mail new small sample of fabric to the customer and ask for a photograph of the sample on top of the faded cushion for warranty claim. 2. Once photos are received, file claim with the manufacturer of the fabric. 3. If claim is honored by Sunbrella/Outdura, customer may use one time Plus Plan Coverage to replace the cushions or casings only (if cushions are less than one year old). 4. If customer does not opt to do that, they would be responsible for purchasing new casings or cushions with the fabric provided under warranty.
Mold Mildew	No	Yes	<p>✓ Request Photos</p> <p>✓ Based on assessment, options in order are:</p> <ol style="list-style-type: none"> 1. Offer cleaning kit and instructions, request before and after photos 2. Offer to have us clean one cushion to show it can be cleaned <p><i>If customer becomes escalated step 3 or 4 can be utilized with the approval of the Solutions Lead or Sales Leadership Team</i></p> <ol style="list-style-type: none"> 3. Contact Furniture Care at claims@furniturecareprotection.com and ask that they provide cleaning under the plus plan. 4. If customer refuses cleaning, replacement is deemed to be a better option, or cleaning is unsuccessful, we can offer the customer one of the following options. <ul style="list-style-type: none"> • Customer can choose to replace the full cushions or casings only (if cushions are less than one year old), under their one time Plus Plan coverage. Once replaced, the cushions will no longer be covered under the Plus Plan • Customer can choose to purchase new cushions or casings at their own expense. • Customer can decline both of those offers and opt to clean the cushions themselves.

Concern	Covered by FCP	Covered By LHC	Escalation Process
Seams	No	Yes	<ul style="list-style-type: none"> ✓ Request Photos to verify ✓ Bring in and repair ✓ Options in order as follows: <ol style="list-style-type: none"> 1. We will provide repair of seams at no charge 2. If warrantied cushion is unable to be repaired for any reason, Leader's will replace cushion or casing only (if cushions are less than one year old). If cushions are over one year old Leader's will replace the entire cushion at the Solutions Center Lead's discretion.
Foam Degradation Loss of Resiliency	No	Yes	<ul style="list-style-type: none"> ✓ Have the cushion brought to warehouse for assessment, claims will be honored on a case by case basis. ✓ If foam is found to be degraded beyond the reasonable expectation of normal wear and tear, Leader's will replace the cushion.

Filing a claim with FCP

Procedure:

- 1) Obtain photos from the customer.
- 2) Obtain a copy of their original invoice, indicating the presence of a Plus Plan.
- 3) Email claim to Furniture Care and await resolution.
- 4) If claim is honored, Furniture Care will provide a Resolution Letter, indicating what the solution will be, and what product needs to be ordered.
- 5) File Resolution Letter in customer's folder and email a copy to Accounts Payable.
- 6) Place parts on order and email a copy of the purchase order to both Furniture Care and Accounts Payable.

Contact Information:

Email- claims@furniturecareprotection.com

Phone- (888)-705-4001

Email Template

- 1) Use for claims involving accidental staining or frame damage.

Good day,

Attached, please find

- Photos of the damages to our customer's piece
- A copy of their original invoice, which indicates that a Plus Plan was purchased and that their plan is still active.

The customer is stating that their stain was caused by _____. Please provide us with resolution at your earliest convenience.

Thank you,

- 2) Use for accumulation or mold claims that we are asking Furniture Care to step in on.

Good day,

Attached, please find

- photos of the damages to our customer's piece
- A copy of their original invoice, which indicates that a Plus Plan was purchased and that their plan is still active.

We have assessed this customer's cushion claim to be accumulation or mold staining and have attempted to rectify the issue with this customer independently. We have exhausted

our resources here and are now filing a claim to ask that Furniture Care step in to assist us with appropriate resolution. Please ____(clean or replace)____ cushions/ casings, under the Plus Plan and let us know if you have any additional questions.

Thank you,

Fill out step by step on how to file a claim including contact information.

Support this with email templates that require/request in an organized way all of the info FCP requires.