



LEADERS HOLDING CO.TM

Est. 1971

Fabric Protection (FABP-)

Leader's Casual Furniture® offers our customers a "wet applied" fabric protection program. The product applied works so well; we decided to insure it ourselves. Bringing the program in-house allows us to give even better customer service because there is no third party involved in helping the customer. Please read the card thoroughly and understand how the program works.

How to sell Fabric Protection:

Sales professionals who discuss the features and benefits of Fabric protection in the beginning of the sale sell more. Don't wait to present Fabric Protection at the end, because at this point it is most often too late. The customer has become comfortable with the cost of the furniture and is not willing to discuss any additional expense. Remember, not only will you get paid 15% commission on your fabric protection sales; it truly is a benefit to our customers!

The vendor code for our Fabric Protection is FABP-. It is considered a bulk item; therefore it is not serialized. FABP- is priced \$10 per cushion. Indoor Protection is covered by a 4-year warranty. Fabric protection on outdoor product gives the same benefits as using it indoor and has no warranty. To differentiate two different SKU's are used.

SKU's for Fabric Protection

- ✓ FABP-INDOOR,EACH
- ✓ FABP-OUTDOOR,EACH

Why sell Fabric Protection on Outdoor cushions

Fabric protection sold on outdoor cushions has no warranty, but it does provide a customer with advantages. Fabric Protection applied to outdoor cushions will increase the amount of time before the customers first cleaning. It is important to note if left untouched, cushions will eventually get dirty and mildew. While Fabric Protection does have UV inhibitors, slow fading in direct sunlight is normal and should be expected. Fabric Protection does not prevent the need to clean cushions. It is important to not mislead our customers.

Oversized Items

Want to sell fabric protection on oversized outdoor items like rugs and charge more? By request of the sales team there is an oversized SKU. FABP-Outdoor,Oversize at a \$20 value.

Examples of How To Price

- ✓ Price is \$10 per cushion
- ✓ Number of Cushions x \$10 = Cost of Protection

Quantity of cushions purchased	SKU	Cost
Seat only cushion for Islamorada Dining Chair = 1 cushion	(QTY 1) FABP-INDOOR	\$10.00
Set of 2 (S/2) Seat & Back cushion for Islamorada Swivel Tilt Dining chair = 2 cushions	(QTY 2) FABP-INDOOR	\$20.00
Fully upholstered recliner = 2 cushions	(QTY 2) FABP-INDOOR	\$20.00
Set of 8 (S/8) Sofa cushions for Island Way Sofa = 8 cushions	(QTY 8) FABP-INDOOR	\$80.00
Barstool cushion for Trellis Barstool = 1 cushion	(QTY 1)FABP-OUTDOOR	\$10.00
Chaise cushion for Trellis Chaise = 2 cushions	(QTY 2)FABP-OUTDOOR	\$20.00
Fabric by the yard = depends on the yardage	(QTY _)FABP-INDOOR	\$10.00 x YDS of FAB

Front of the Card



Back of the Card

WARRANTY EXCLUSIONS
Accumulation of stains, soil buildup over time, perspiration, hair and body oil, mold and organic growth are not covered by this warranty plan. Outdoor use is not covered by this warranty.

Fabric treated with Leaders 4 Year Fabric Protection offers excellent resistance to staining and improves the ability to remove soiling on fabrics. Once the Leaders Fabric Protection is applied, soil, dirt and stains should not penetrate the fibers of the fabric. On most fabrics, spills will bead up; on an open or loose weave fabric, spills will pass through the fabric without staining. Indoor use is covered by this warranty; outdoor use is not covered. The improved ability to clean soiled and stained fabric will make cleaning easier, helping your furniture retain that "new look" longer.


IMPORTANT CARE INSTRUCTIONS
Even with fabric protection applied, it is still important to perform regular maintenance on your fabric by vacuuming to remove soil build up. If you have your upholstery professionally cleaned, you will not void your 4 year warranty.

Leaders carries our own Fabric Protection Warranty because the product works. We want you to clean your cushion and keep your set looking great, not worry about a third party insurer telling you cleaned your cushion wrong and voiding your warranty. If you try cleaning and are unsuccessful, call us for additional solutions.

1. FOR LIQUIDS: Absorb as much as possible by blotting, never rubbing, with a clean, absorbent, white cloth or paper towel. Never force liquid through the fabric.

2. FOR SOLIDS or SEMI-SOLIDS: Remove the excess material by gently scraping with a butter knife toward the center of the stain. Once you remove as much solid as possible, use a good cleaner like Zep Upholstery Cleaner or Spot Shot. Both can be found at a home improvement center.

FABP-INDOOR



LEADERS
—FLORIDA LIVING—

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Always test your cleaning method in an inconspicuous area on your fabric before cleaning or removing your stain. If color lifts or fades, **DO NOT PROCEED. CONTACT LEADERS FOR FURTHER INSTRUCTION.**

PRIOR TO CALLING Leaders

1. Try and find your original receipt. If you cannot we can look you up in our system.
2. Have the date and time when the spill occurred. It will be helpful if we know what caused the stain.

TERMS OF SERVICE
This extended protection plan applies only to the original purchaser of new residential use furniture from Leaders. The warranty 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 from normal household use occurs within the warranty period and the stain cannot be removed, Leaders will replace the affected item or refund the purchase price of the service agreement, at Leaders discretion.

COVERAGE FOR FABRIC PROTECTION PROGRAM

1. Any food or beverages normally consumed by humans.
2. Human and pet bodily fluids (except feces) and vomit.

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