

IF YOU **DON'T USE IT,** YOU **DON'T LOSE IT!**

GET 100% OF YOUR INVESTMENT BACK AS AN IN-STORE CREDIT WITH NO CLAIM

Details inside

	L2 360 ESSENTIAL OUTDOOR PATIO PROTECTION	L2 360 COMPLETE OUTDOOR PATIO PROTECTION
Coverage Period (from Date of Delivery)	3 YEARS	5 YEARS
L2 360 FURNITURE PROTECTION (Don't Use it – Don't Lose it!)	●	●
Stains caused by household food and beverages	●	●
Stains caused by human or pet bodily fluids	●	●
Accidental rips, tears, cigarette burns, punctures	●	●
Ballpoint pen ink, lipstick, wax crayon, nail polish or cosmetics	●	●
Wood gouges, chips, glass breakage	●	●
Wood liquid rings or heat marks	●	●
Breakage, joints, spings, frames, mechanisms including patio umbrellas	–	●
Switches, heat units and wiring connectors	–	●
Full suite replacement (same make, model, look and colour)	–	●

L2 360 OUTDOOR FURNITURE SERVICE PLAN

SERVICE PLAN: This service plan (or **"Plan"**) is between you (the original purchaser, referred to as **"you"**, **"your"**, or **"Owner"**) and Zucora Inc., 552 Clarke Road London, Canada N5V 3K5 (referred to as **"Zucora"**, **"us"**, **"our"** or **"we"**). We are the administrator of this Service Plan and related services for the merchandise item(s) purchased with, and covered by this Service Plan (each individually a **"Covered Product"**, and collectively referred to as the **"Covered Products"**) and is subject to compliance with the provisions of this Service Plan and the exclusions set out below and represents the entire agreement between you and us during the plan coverage period (**"Plan Coverage Period"**) under which Zucora is authorized by Leon's Furniture Limited (**"Leon's"**) to provide such services. No representation, promise or condition not contained in this Service Plan shall modify any terms of this agreement.

1.0 PLAN COVERAGE PERIOD – This Service Plan provides services as described in Section 2.0 "WHAT IS COVERED?" from the date of delivery of the Covered Product, for a period of Three (3) Years for a L2 3YR Essential Plan or for a period of Five (5) Years for a L2 5YR Complete Plan (the period for each respective plan referred to as the "**Plan Coverage Period**"). This Plan does not provide services at any time for conditions or circumstances listed in Section 6.0 What is NOT Covered? of this Service Plan.

2.0 WHAT IS COVERED?

Outdoor Patio Furniture – In the event the Covered Product's intended usage is outdoor furniture consisting of fabric upholstery and becomes accidentally stained or damaged as described below, we will provide the plan services as set out in Section 3.0 (collectively the "**Plan Services**") below for the duration of the Plan Coverage Period for the Covered Products. Coverage includes remediation of accidental stains or damage that occur from a single incident as follows:

(A) Stains caused by household foods and beverages;
(B) Human or pet bodily fluid stains (excluding perspiration, hair and bodily oils);
(C) Stains caused by ballpoint pen ink, lipstick, wax crayon, nail polish or cosmetics;
(D) Denim and newsprint dye transfer;
(E) Accidental rips, tears, punctures or cigarette burns;
(F) Accidental scratches, gouges or chips that penetrate the wood finish
(G) Chipping, cracking or breakage of glass components;
(H) Structural failure relating to broken frames, springs, joints or mechanisms including patio umbrellas that are not otherwise covered by the manufacturer's warranty;
(I) Wood liquid rings, heat marks, surface bubbling, warping, checking, cracking or peeling of wood finish or loss of luster; and
(J) Switches, heat units and wiring connectors.

3.0 PLAN SERVICES – Should we determine that your request for service is eligible for coverage by this Service Plan, we will provide you with the following services:

(A) If your service request is for removal of an accidental stain, we may send you, at no additional cost, our professional cleaning solutions with instructions to assist you in removing the stain;
(B) If we determine that stain removal or repair of accidental damage may require the services of a professional service technician, we will arrange to have your Covered Product serviced at your location. Additional mileage charges will apply for technician travel if located outside a 100km radius of a current Leon's store;
(C) If the professional technician is unable to remove the stain or repair the damage, we may elect to replace all or part of the affected area, the damaged component or the entire Covered Product. Replacement of a Covered Product fulfills our obligations under this Service Plan and terminates the Service Plan for the replaced Covered Product;
(D) For the L2 5YR Complete Plan only, in the event the replaced Covered Product was purchased as part of a furniture grouping (such as a "suite", i.e. Chair, Sofa, Ottoman or "Sectional Grouping" or "Outdoor Dining Room Chairs" of the same style, colour, make and model) and all Covered Products were purchased simultaneously and are covered by the L2 5YR Complete Plan; and the replacement Covered Product results in an unacceptable colour variation amongst the remaining Covered Products, then we will arrange to provide you with an in-store credit for a value up to the original purchase price of the Covered Products, to assist you with replacing such Covered Products. We require that all of the original Covered Products (and any replaced components) be returned to Leon's upon replacement of the group of Covered Products;
(E) The in-store credit will only be valid for a period of thirty (30) days from the date of issue and must be used to purchase replacement furniture from Leon's. (Any cost difference is your responsibility.) Issuance of an in-store credit fulfills our obligations under this Service Plan and terminates this Service plan for the replaced Covered Products upon issuance of the in-store credit; and
(F) In the event we are not able to provide you with a satisfactory replacement product, our maximum obligation to you is to refund the purchase price of this Service Plan which fulfills our obligations under this Service Plan and terminates this Service Plan.

4.0 REQUESTING SERVICE – We must receive your claim or service request within twenty-one (21) days of the occurrence of the incident that caused the accidental stain, damage or a failure of the Covered Product that is covered by this Service Plan. We will only consider claims under the following conditions:

(A) Your Covered Products were delivered to you, or prior to the purchase of this Plan in a soil-free condition and without any stains, flaws, tears, rips, scratches or any other damage of any kind;
(B) In the event of an accidental spill, you must follow the manufacturer's instructions for cleaning or blot the stained area with a clean dry cloth. Any other attempts to clean a stained area must be done only on the advice and recommendations by us. Failure to obtain or follow our instructions terminates this Service Plan for the Covered Product;
(C) To obtain free stain removal assistance or to submit a request for repair service, contact us by using our toll-free number (1-800-388-2640) during normal business hours or by submitting your service request online at https://service.zucora.com;
(D) We may require you to provide us with proof of purchase and/or a copy of the receipt for the Covered Product(s) and proof of purchase of the Service Plan before we provide services under this Service Plan; and
(E) We may request that you provide us with photos or images of the stained or damaged area of the Covered Product to assist us in assessing your service request.

5.0 REGISTRATION AND ELIGIBILITY – To be eligible for the Plan Services, this Service Plan requires registration with Zucora. The Leon's sales order number listing the Covered Products is used to reference this Service Plan. (Leon's will register this Service Plan on your behalf.) You acknowledge, approve and permit the collection, use and disclosure and/or dissemination of information to us regarding you, your Covered Products and this Service Plan for the purpose of carrying out our responsibilities under the Service Plan. This Service Plan is not renewable beyond the Plan Coverage Period. This Service Plan may be transferred to a new Owner of the Covered Product for the remaining period of coverage, subject to presentation of original sales receipt if requested.

6.0 WHAT IS NOT COVERED? – Service Requests or claims for service cannot be accepted by us for any of the following conditions or circumstances:

(A) Anything not specifically identified as covered by this Service Plan;
(B) Wear and tear or any accumulation of soiling, stains or damage resulting from repeated use;
(C) Stains or damage that did not occur from a single accidental incident;
(D) Abuse, neglect, misuse or excessive damage of the Covered Product;
(E) Accumulation of perspiration, body or hair oils, odours, mould or mildew;
(F) Any sun damage, colour variation, or colour loss;
(G) Failure to comply with the manufacturer's instructions for use, cleaning or maintaining the Covered Products;
(H) For mechanical items, where damage has resulted from improper installation, moisture, liquid spills, lightning, power failures and/or power surges, or any cosmetic damage or physical damage;
(I) Any "consumable" components such as batteries, gas tanks or light bulbs;
(J) Natural markings or characteristics in leather that cause appearance variation;
(K) Damage caused by animals (other than single-incident staining by pet bodily fluids);
(L) Surface scratches on wood that do not penetrate the finish;
(M) Material flaws, pilling, wearing, surface abrasions, scuffs, cracking or peeling of faux leather, bonded leather, vinyl or top-grain genuine leather;
(N) Loss of foam density or resiliency;
(O) Covered Products damaged during transit, moving or while in storage;
(P) Damage caused by paint, bleach, permanent dyes, grease, corrosives, acids, permanent inks, candle wax or gum;
(Q) Non-colourfast materials such as silk, virgin wool, or natural, unfinished or naked leathers;
(R) Any wicker, unfinished natural wood, ceramic, quartz, marble or similar materials;
(S) Any product sold in an "as-is" condition;
(T) Use of Covered Products in public areas, rental or for commercial purposes;
(U) Damage covered by the manufacturer's warranty, other protection or service plans or insurance programs; or
(V) Acts of God, fraud, intentional acts, war or hostilities of any kind or actions arising from illegal activities.

7.0 360 WARRANTY BENEFIT – In the event no claims have been made in respect of this Plan, Leon's may provide you with an in-store credit equal to the value of the original purchase price of this Plan ("Plan Credit") not including taxes. You must contact Leon's directly within ninety (90) days of expiration of the Plan Coverage Period to obtain the Plan Credit which is eligible for redemption on a minimum $400 (before taxes) purchase of furniture and mattresses from Leon's.

8.0 NOTE TO OWNER – This Service Plan is provided by Zucora Inc., operating as Zucora. All claims and/or inquiries must be submitted directly to Zucora during the Service Period. Except for the "360º Warranty Benefit" described in Section 7.0 above, Leon's is not responsible during the Service Period for any claims or service obligations provided under this Service Plan. This agreement is not renewable beyond the Plan Coverage Period. The maximum coverage liability and value of services provided by this Service Plan shall not exceed the original purchase price of the Covered Product(s) not including taxes, delivery or any other charges. The Owner shall reasonably cooperate with Zucora in their efforts to provide the services under this agreement. Any provision contained herein which is found to be contrary to any provincial or local law shall be deemed null and void; however, the remaining provisions shall continue in full force and effect. By registering, or authorizing the registration of this agreement with Zucora, the Owner agrees that the obligations provided in this agreement shall constitute the full and only remedies for any failure of a Zucora product or service to function as warranted. In no event shall the Owner have any other remedy at law or equity for any direct or indirect consequences of the failure of a Zucora product or service to perform.

Leon's

L2 360 OUTDOOR FURNITURE PROTECTION

COVERAGE BENEFITS

GET YOUR INVESTMENT BACK
No Claim = 100% Value back In-Store Credit
Minimum $400 (before taxes) furniture or mattresses purchase required for redemption.

ACCIDENTAL STAIN & DAMAGE PROTECTION
Stain removal and repair of accidental damage. Additional coverage with L2 360 Complete Protection.

5 YEAR DURABILITY COVERAGE
Repair and product replacement in the event of product failure including joints, springs, frames, **switches, heat units and wiring connectors** with the L2 360 Complete protection.

For Service Contact:

ZUCORA

1.800.388.2640
service.zucora.com

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