

This page must be sent via email to member@leatheraid.co.za to activate your protection plan

Registration Certificate



3 Year Damage Protection Plan

ACCEPTANCE OF TERMS & CONDITIONS :

I hereby certify that I have read and understood the terms and conditions of this Leather Aid 3 Year Damage Protection Plan below and overleaf and agree to the terms set out therein.

Customer Name: Date: (DD/MM/YY).....

Retailer: Branch:.....

Retailer Invoice Number: Signature:

1. Leather Aid Damage Protection Plan Terms & Conditions

This Leather Aid 3 Year Damage Protection Plan is a service Contract between you (as the original purchaser and consumer) and Leather Aid Protection / LGSC (Pty) Ltd. If a stain or damage listed under the "Service Inclusions" section occurs during the term of this Protection Plan, we agree to the service and repair terms outlined in this agreement.

2. DEFINITIONS

The words or expressions detailed below have the following meaning wherever they appear in this certificate.

Service provider; Leather Aid Protection / LGSC (Pty) Ltd, is located at Unit 5, Enterprise Way, Rivergate, Parklands, Cape Town, South Africa, 7441.

Customer; You, Your; the person(s) whose name and signature are shown on the Certificate of Protection.

Service Call/ Request; The request for a technician to your home during normal work hours (8:30am - 4:30pm Monday to Friday).

Upholstery; Leather upholstered items of furniture as detailed under this Certificate of Protection, including but not limited to, Lounge suites, sofas, recliners, dining chairs, bed frames and ottomans / foot stools.

Incident; an individual area of damage or staining caused to the protected item(s) accidentally during the period of protection, therefore requiring a service call.

Repair; to mend or correct a specific area of staining or damage using advanced leather repair technology, without the fitment of new materials or panel replacement(s).

Pet Damage; Please note, only specific damages from pets that fall within the service inclusions (Section 5) of this plan will be eligible for repair under this service agreement.

Customer Satisfaction Guarantee: In the event that a stain or damage cannot be resolved to a reasonable standard, subject to the terms of this agreement, Leather Aid Protection will provide a refund on the cost price paid by the customer for this Leather Aid 3 Year Damage Protection Plan. This value will be calculated based on the proportionate or specific cost per unit to the permanently stained or damaged item(s) only.

3. BENEFITS OF PROTECTION PLAN

Thank you for choosing Leather Aid Protection to supply your furniture repair and protection needs. Our hope is that your furniture will be problem and damage free, however should you need to make a Service Call under your protection plan certificate, please follow the process detailed under "Service Request Procedure" below. Leather Aid Protection agrees to provide the services below for a period of three years from the date of delivery of the item(s) described on your sales invoice. If during the three years subsequent to delivery an item becomes accidentally stained or damaged during normal residential use and you are unable to remove the stain or repair the item yourself following the procedures recommended, Leather Aid Protection, under the terms listed below, will remove the stain or repair the damage at no cost to you. If the stain cannot be removed or damage repaired to a reasonable standard, subject to a valid service request being made, our all-inclusive customer satisfaction guarantee will come into effect.

This Damage Protection Plan is supplied by Leather Aid Protection / LGSC (Pty) Ltd and is recommended and offered in its entirety by your furniture retailer. This agreement does not supersede the manufacturers' warranty terms and conditions. Customer failure to maintain item(s) in accordance with the manufacturers' guidelines will void all of Leather Aid Protection's obligations under this agreement.

4. SERVICE DESCRIPTION. Service may include any or all of the following:

Leather Aid Protection will provide free professional stain removal or repair advice to aid in immediate cleaning or repair via email contact.

- If the damage or stain persists, Leather Aid Protection may initially attempt to provide and dispatch a suitable DIY solution to remedy the problem, failing which the item will be serviced by a professional repair technician at the customer's home.
- If the stain cannot be removed or damage repaired to a reasonable standard, subject to a valid service request being made, our all-inclusive customer satisfaction guarantee will come into effect.

5. SERVICE INCLUSIONS. The following occurrences of stains and damage will be repaired under this certificate of protection (save for the exclusions listed under "Service Exclusions").

Stains on Upholstery which is sudden and accidental resulting from;

- Food and beverages
- Ink, paint and dye
- Cosmetics, soap and shampoo
- Wax and wax polish
- Glue and superglue
- Dye transfer
- Acids, bleaches, caustic and corrosive solutions and substances

Accidental Damage on Upholstery caused by;

- Scratches
- Scuffs
- Burns
- Punctures
- Cuts

Accidental damage includes damage caused by pets.

Leather Aid further undertakes to offer all Protection Plan holders a comprehensive discount of up to 30% on all repair work carried out to stains and damage(s) expressly excluded, under the "Service Exclusions" section below, during the contract period of this protection plan.

6. PERIOD OF PROTECTION

Service under this Certificate of Protection will commence on the date of delivery of the furniture item(s) as detailed on the sales invoice and will continue, subject to the terms set out in this Protection Plan Certificate, for a period of three years inclusive of any supplier's warranty period.

7. SERVICE REQUEST PROCEDURE.

The customer(s) registered on this certificate is / are the only person(s) eligible for service under this agreement. In order to make a service call you must notify Leather Aid Protection within 7 days after the stain or damage incident. Any delay in notification may result in permanent damage and could invalidate your service request. You should notify Customer Service on the relevant email address shown below, quoting your Certificate number and the reason / need for a service call.

- Email: help@leatheraid.co.za

LGSC (Pty) Ltd will assess the validity of your service call against the criteria of the Certificate and attempt to resolve your request by offering cleaning advice and where applicable, dispatch an approved cleaning product / kit. If this does not resolve the problem then an authorised repair technician will be despatched to provide an onsite repair solution.

LEATHER + AID

SINCE 1999

REPAIR | RESTORE | RECOLOUR

THE ULTIMATE
FURNITURE WARRANTY

9. LEATHER AID LIABILITY & LIMITATIONS

Customer satisfaction guarantee: In the event that a stain or damage cannot be resolved to a reasonable standard, subject to the terms of this agreement, LGSC (Pty) Ltd will provide a refund on the cost price paid by the customer for this Leather Aid 3 Year Damage Protection Plan. This value will be calculated based on the proportionate or specific cost per unit to the permanently stained or damaged item(s) only.

- Leather Aid Protection undertakes to pay for and provide a total of (3) individual On-site Service Calls per annum for the required cleaning and / or repairs to individual stains or damages to protected items under this Plan. Please note that annual service calls cannot accumulate nor be carried over; therefore limiting service requests to 3 incidents per annum only.
- Leather Aid Protection agrees to unlimited email support as well as the provision of discounts of up to 30% for incidents requiring repair expressly excluded under this agreement.
- This Protection Plan is limited to the removal / repair to a maximum of 2 individual stained or damaged areas on the protected item(s) per individual service call-out. An additional fee may be levied to the customer; in the event that staining or damage to the protected item is deemed to be unreasonable or excessive under the "Service Inclusions" guidelines of this plan.
- Damage caused by pets is limited to (9) individual incidents during the three year period of protection. An incident refers to a specific area of pet damage reported, for example an area of cat scratches on the left top seat cushion on a sofa would be considered (1) incident. If the cat scratches were also on the left arm of the sofa, this would be considered the 2nd incident.

PLEASE NOTE: Only pet damage that falls within the scope of Section 5 (Service inclusion), of this Service Agreement will be eligible for repair under this damage protection plan.

10. TERRITORIAL LIMITS

The reach of this Protection Plan is limited to the major centres of (Cape Town, Johannesburg and Durban) within the Republic of South Africa. In the event that a qualified Technician is required to visit the Protection Plan holder's home, a radius of 50km is allocated each way from the applicable Metro CBD for the transport requirements. If additional distance is needed to be covered, a per kilometre fee may be levied to the customer in respect of the technician's call out. Alternatively, in the event that a repair falls out of Leather Aid Protection's territorial reach, for example outlying areas, the cost of transport will fall to the customer; if a suitable repair solution cannot be sent to such customer.

11. SERVICE EXCLUSIONS

We will not pay the costs arising from:

1. Any damage (structural or otherwise), soiling or staining caused: • prior to or during delivery or furniture in storage or transit; • by or resulting from misuse, mishandling, abuse, neglect, theft, violence or vandalism • deliberately and intentionally • by perspiration, hair and body oils / gel / spray • by any spill or stain not attended to promptly • by fire, fire damage, smoke, ash, flood, wind, lightning, oxidation, or any other natural disaster;
2. Removal of odours even when caused by a stain;
3. Pet or human bodily fluids stains or damages are considered preventable occurrences and will not be eligible for service.
4. Stains and damage that is consistent with wear and tear; i.e. cracking or peeling of the surface;
5. Damage caused by insects, rodents, non domestic animals or wild birds;
6. The use or application of cleaning substances or materials other than those recommended by Leather Aid Protection;
7. Fabric or lining failure;
8. Lost buttons;
9. Failure to comply with the manufacturers, suppliers, or Leather Aid Protection's care and use instructions;
10. Use of the furniture in a manner other than that intended by the manufacturer;
11. Loss of foam structure and / or resilience;
12. Natural characteristics of leather; such as brands, bites, tick marks and open scars;
13. Failed repairs carried out under the manufacturer's warranty;
14. Repairs carried out by a technician not assigned by Leather Aid Protection;
15. Fading, effect of sunlight or non-colour fast materials;
16. Colour variations in batches of dyes;
17. Structural defects and recliner mechanism failures;
18. Excessive damage(s) to leather; vinyl, Bycast, or Split leather panels due to a clear fault in the substrate;
19. Stains or damage caused by structural problems, including, but not limited to, skylights, roofs, or water pipes;
20. Stains or damage caused by appliance malfunctions, including, but not limited to, air conditioners and water heating units;
21. Stains or damage caused by independent contractors, such as, but not limited to, maintenance personnel, painters, or other repair or contractor services;
22. In such instances, where a Leather Aid Protection technician is unable to gain access you will be responsible for the cost of the service request to the service provider before they will re-attend.

12. PROTECTION PLAN CONDITIONS

Duty of Care. The existence of this protection plan does not eliminate the need for you to maintain the protected item(s) to a reasonable standard. Please consult your retailer with regards to the correct leather care products to use as recommended by Leather Aid Protection. The responsibility is further on the Plan member to keep all furniture looked-after and maintained under this damage protection plan.

What to Do in the Event of an Incident or Spillage. In the event of a spill, you should act immediately. Blot liquid spills or remove solids with a clean white cloth/paper towel, work towards the centre of the spill. Do not rub as this may damage your product. Should a spill result in a stain, follow the 'Service Request Procedure' above. In the event of an incident, you must contact the Service Provider for instructions before attempting to clean or repair the affected furniture.

Transfer of Protection Cover. This agreement is not transferable.

Renewal. This agreement is renewable 36 months from the date on this service agreement. PLEASE NOTE: This protection plan will only be renewed on condition that a thorough assessment has been done of the furniture items and Leather Aid is of the sole opinion and satisfaction that a renewal is possible. A renewal is not Guaranteed but decided on a case by case basis at the sole discretion of Leather Aid / LGSC (Pty) Ltd.

When protection ends. Service will terminate immediately as you will lose all rights to the benefits under this Protection Plan Certificate.

1. If the initial fee for this Protection Plan is not paid.
2. On the Protection Plan expiry date, 3 years from the date of delivery as detailed on your sales invoice.
3. If you modify the product(s) listed under this plan in anyway.
4. In the event of a service call that has resulted from a breach of any of the terms in this Certificate of Protection.
5. Following the request for a total of 3 service calls per annum and a total of (9) by Leather Aid Protection / LGSC (Pty) Ltd, during the 3 year period of protection.
6. In the event of fraud, misinterpretation or dishonesty of any kind by you, or anyone acting on your behalf, in relation to this protection plan or any service call made.

Initial:

