



## 5-Year Complete Care Program

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### 5-year Complete Care Protection Program Includes:

Coverage to the original purchaser for any manufacturer's defect that occurs within 5 years from the date of delivery:

- Should you have a concern about your furniture, contact Art Van customer service within 5 days of detection.
- If we determine the concern is a result of a workmanship or materials defect, we'll make the necessary adjustments to correct the defect. This includes all parts, labor and transportation at no charge.
- Art Van may restore the affected area in your home or at one of Art Van's expert repair facilities.
- If parts are necessary to make a repair, Art Van will order parts and reschedule an in-home service call or in-shop repair after parts are received.
- Should Art Van determine that an item is not repairable due to the unavailability of parts, we will replace the item with one of equivalent value.

Best of all, if you don't require an inspection or repair on your merchandise, covered by our Complete Care Program, you'll receive an Art Van Rewards Card\* equal to your Complete Care Program purchase price. You'll receive your card at the end of your program period when it may be redeemed toward any new Art Van Furniture purchase. You may use your Rewards Card\* in conjunction with any current in-store promotions and there's no minimum purchase requirement.

### **THIS PROGRAM DOES NOT COVER:**

**Normal wear, mishandling, abuse, neglect, commercial use, variations in dye lot or shading of replacement upholstered parts, color fastness, and accessories.**

\*Rewards Card must be used within 60 days of receiving. If you have service on merchandise during the first year of ownership, you remain entitled to the Rewards Card. As well, the card will not be denied for service performed during the coverage period under any of our other purchased protection programs. Service during years two through five of ownership renders you ineligible to receive a Rewards Card. Not redeemable for cash.