



## Leather Care Protection

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### 10-year Leather/Vinyl Protection Program Includes:

Coverage for stains caused by common household food, beverages, lipstick, ink or other water/oil/ alcohol-based products and human and pet bodily fluids (not including perspiration, hair oils or body oils), Coverage for leather/vinyl cracking or peeling if properly maintained with the Art Van Leather Cleaning and Protection products. Free replacements of your leather cleaning and protection products, to the original purchaser, for life.

### How It Works:

- Apply an initial treatment of the conditioner and protection cream within 24 - 48 hours of delivery.
- A condition of your coverage is regular and proper use of the earth-friendly cleaning and protection products. Fully clean your furniture with Art Van leather cleaner and protect with Art Van Protection cream at least 4 times a year or more depending on soil and/or dryness levels to keep supple as well as removing the gradual accumulation of soil, body oils and perspiration.
- Immediately wipe up all spills with Art Van Leather Cleaner. Never use water or other household cleaning products as they may cause damage to your leather.
- A persistent stain must be reported to Art Van customer service within 5 days of staining. You may also be advised how to remove the stain.
- If a stain cannot be removed, we'll dispatch an Art Van Leather Care Specialist.
- In a rare instance when a stain cannot be removed, Art Van Furniture, at its discretion, will authorize reupholstering or replacing the stained area, or replacement of the item with one of equivalent value. May be subject to proration based on age and condition. Contact Art Van customer service for details.
- Should cracking or peeling occur due to a defect in the finish or leather, it must be reported within 5 days of detection. An Art Van Leather Care Specialist will be sent to restore the affected area. In some cases we may make repairs at an Art Van repair facility.
- If our Specialist cannot restore the affected part, Art Van Furniture, at its discretion, may reupholster or replace the affected part of leather or, if the item is not repairable due to unavailability of parts, we'll replace the item with one of equivalent value. May be subject to proration based on age and condition. Contact Art Van customer service for details.

### Additional Care Guidelines:

- Try to maintain at least two feet between your furniture and heating sources.
- Avoid placing your furniture in direct sunlight. All materials will fade over time when placed in direct sunlight. Aniline leathers are especially sensitive to sunlight.
- With leather/vinyl, you can remove dust particles from the surface with Art Van Leather Cleaner making it ideal for dust sensitive people. Apply Art Van Protection Cream to the leather/vinyl surface to help resist staining and prevent cracking and peeling.
- We recommend the use of Art Van products. The use of any other products is not recommended as they may negatively affect the leather/vinyl surface.
- Regular, and proper, use of Art Van leather care products are conditions of this program.

Non-Warranted Cleaning:

For upholstery, carpet, bedding and hard floor surface cleaning, you may contact Art Van CleanTeam at [artvancleanteam.com](http://artvancleanteam.com) or 1-844-AV-CLEAN.

**THIS PROGRAM DOES NOT APPLY TO:**

Normal soiling from day-to-day use over time, perspiration, hair oils, body oils, fading, color loss, stains caused by corrosive liquids, acids, bleach, or such dyes as paint, permanent markers, newspaper print and clothing dye. Such substances as, but not limited to, adhesives, wax and tar. Mishandled, abused or neglected merchandise. Excessive staining. Commercial use. Cushion core or fill material. Plastic, metal, fabric or wood parts. Cracking or peeling caused from a lack of maintenance. Such leathers as nubuck or suede.

**GENERAL SOIL:**

The coverage for this program does not include overall cleaning, routine care and maintenance or general soil but rather staining attributed to a single occurrence. General soil is defined as a gradual buildup of dirt, dust, body oils and perspiration which cannot be attributed to a single occurrence.