



## Fabric Stain Protection

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### Lifetime Premium Fabric Stain Protection Program Includes:

Coverage for stains caused by common household food, beverages water/oil/alcohol-based products and human and pet bodily fluids, unless excessive. Covers original purchaser.

### Stain Removing Procedure:

- If a spill occurs, immediately blot it with a clean, absorbent white cloth or paper towel.
- For solids that may spill, remove any excess material with a dull table knife or spoon before treating the stain. And remember to blot a spot from the outside toward its center.
- Never rub a spill, not even with a soft cloth, as you can permanently damage the fabric. Nor should you clean a stain with a brush, harsh solvents like bleach, sudsy detergents, commercial furniture or rug cleaners, or tap water — which may cause permanent rings. Always test the fabric in a hidden spot to be sure color isn't being removed, or water ringing occurring. For persistent stains, report it to Art Van customer service within 5 days of staining. You may also be advised how to remove the stain.
- Please note: 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 build up of dirt, body oils and perspiration which cannot be attributed to a single occurrence.
- If a stain cannot be removed, we'll dispatch an Art Van Fabric Care Specialist to attempt to remove or restore the stained area. Some stubborn stains require more than one cleaning.
- 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.

### 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.

### General Upholstery and Fabric Care:

- Always test the fabric in a hidden spot to be sure color isn't being removed, or water ringing occurring.
- Consult our CleanTeam when you're unsure about the origins of a stain, or if your upholstered piece includes delicate fabric.
- Rotate cushions and pillows weekly to redistribute wear, extend the life of the foam core

and keep cushions and pillows looking newer longer.\*

- Occasionally rotate furniture in the room to redistribute wear patterns. If the furniture cannot be moved, use seating areas equally, making sure to sit in the center of the cushion.
- Upholstered pieces with heavy padded areas such as arms and backs should be “fluffed” and regulated to maintain shape.
- Never sit on the arms of upholstered sofas or chairs, as the excess pressure may cause damage to the structure.
- To prevent fading, keep your furniture away from direct sunlight.
- Take care not to leave newspapers, magazines or other printed materials, as well as flowers and plant foliage on or near upholstered furniture as certain inks and pigments may stain the fabric.
- Reduce the risk of damage to upholstery when working with household or personal care products by removing — or fully covering — your furniture.

*\*It is normal for all foam to lose between 20 and 30 percent of its density in the first three months, or sooner, depending on use.*

#### THIS PROGRAM DOES NOT APPLY TO:

Normal soiling from day-to-day use over time, fading, stains caused by corrosive liquids, acids, bleach, or such dyes as paint, permanent markers, newspaper print and clothing dye. Excessive staining. Such substances as, but not limited to, adhesives, wax and tar. Mishandled, abused or neglected merchandise. Plastic, metal, leather, vinyl or wood parts. Cushion core or fill material. Overall cleaning as regular maintenance. Commercial use. Variations in color or shading in a reupholstered part.

#### 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, body oils and perspiration which cannot be attributed to a single occurrence. The coverage in this agreement is in lieu of all other warranties, expressed or implied, including without limitation any warranties of merchantability or fitness for a particular purpose, which warranties are expressed disclaimed.