

FIBER PROTECTOR by Mafi

3-YEAR AREA RUG PROTECTION PLAN

Name

Plan #

Date

TO QUALIFY FOR SERVICE UNDER THIS PLAN YOU MUST:

- Report any covered problem by sending an e-mail with claim details to claims@MafiInternational.com, by submitting a claim at www.MafiRugs.com/claims or calling 1-800-719-6840 within fifteen (15) days of the occurrence.
- Provide proof of purchase on request – a copy of your sales receipt that details the retailer, the purchase date, the Plan purchased, the items covered by the Plan and their purchase cost. Any claim that cannot be substantiated by proof of purchase within thirty (30) days of Mafi Rugs requesting such proof of purchase will be voided.
- Provide the Plan number from this certificate on request.
- Do not submit claims to the store from which you purchased the item as it does not provide or administer this Protection Plan.
- You have a one-time option of purchasing a new plan after the initial three years.

EXCLUSIONS — THIS PROTECTION PLAN DOES NOT COVER:

- Area rugs constructed of any materials other than synthetics, wool and/or silk.
- Any stain or damage not specifically listed under the Coverage section above.
- Any stain or damage occurring prior to or during delivery, while area rugs are being moved between residences or into or out of storage.
- Any stain or damage caused by medical incontinence.
- Odors.
- Repetitive stains of the same type from the same source.
- Damage caused by pets (except bodily fluids).
- Damage caused by failure to comply with the manufacturer's instructions for use.
- Stains, color loss or damage resulting from cleaning methods or products other than those recommended by the manufacturer.
- Any stain or damage caused by oil, mold or mildew.
- Any stain caused by bleach, acid, or any other caustic solutions.
- Any stain or damage caused by any independent contractor, such as but not limited to, plumber, painter or other service or maintenance personnel.
- Any stain or damage caused by sun fade, smoke, fire, flood or other natural disaster, theft, vandalism or illegal act.
- Damage caused by structural problems, appliance malfunctions and any resultant leak therefrom.
- Area rugs that are used for commercial, institutional or rental purposes.
- Willful abuse or misuse of the covered item(s); area rugs that have been neglected, abused or are in an unserviceable condition.
- Any stain, soiling or damage resulting from everyday use or that has built up over time, e.g. hair, body or suntan oils and/or lotions. Signs of soiling include darkened areas where the body comes into contact with the area rug. These darkened areas are signs of overall soil build-up, which is not covered by this Plan. General maintenance and overall cleaning of the area rug is your responsibility.
- Wear-related issues, such as but not limited to, fading, wear and tear, seam separation, stress tears, pilling or fraying.
- Loss of tufts.
- Defects of material or workmanship.

Mafi Rugs agrees to provide service to the original purchaser of the item(s) covered by this Protection Plan for three (3) years from the date of delivery of the item(s). If, under the terms listed below, an item becomes stained or damaged (rips, cuts or burns) during normal residential use and you cannot remove the stain or repair the item yourself following the recommended procedures, a professional technician will service the problem at no cost to you. If the covered stain or damage cannot be resolved, a full refund of the purchase price of this Protection Plan will be issued and the Plan will be terminated.

A one-time refund of the Protection Plan is the extent of Mafi Rugs' liability under this Plan. The affected item(s) are not eligible for new coverage under this Plan. Refunding of the Protection Plan ends the Plan coverage.

This Protection Plan is a service contract between you, the consumer, and Mafi Rugs (14900 Interurban Ave. S. Ste# 285, Seattle, WA 98168), the provider and administrator of this contract. This Protection Plan is not insurance and is not part of any warranty provided by the manufacturer of your area rug. This Protection Plan applies to any new area rug up to a maximum purchase price of the Protection Plan used in a normal, indoor, domestic household situation. This Protection Plan is valid for a period of three (3) years (the Term) from the date of delivery of the area rug you purchased on the same day you purchased this Protection Plan; once fiber ProTector is applied, the plan is non-refundable.

In exchange for the purchase of this Protection Plan, Mafi Rugs agrees to provide stain removal and/or repair services described above as limited by the exclusions, conditions and qualification requirements described above. The obligations of Mafi Rugs under this Protection Plan are backed only by the full faith and credit of Mafi Rugs. No expressed warranty of fitness or express warranty of any other nature is granted herein. No one is authorized to assume for Mafi Rugs, any liability in connection with the sale of this Protection Plan. The duration of all implied warranties is limited to a three (3) year period from the date of delivery of the original area rug.

Your rights under this Protection Plan are your exclusive remedies for any failure of this Protection Plan to comply with any express or implied warranty. Mafi Rugs shall not be liable in either tort or contract for any loss or damage, whether direct, consequential or incidental, arising out of any breach by Mafi Rugs of any express or implied warranty.

Some states do not allow limitations on how long any implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This Protection Plan gives you specific legal rights, and you may also have other rights, which vary from state to state.

You have a right to return this Protection Plan for a refund of the purchase price within ten (10) days after purchase of the Protection Plan to you, unless we have already applied the treatment.

All repair services provided in service of this Protection plan will be provided in-home at no charge to you. There will be no charge for any of the services, deliveries or parts authorized by Mafi Rugs under the terms of this Protection Plan. If work must be done outside of your home, Mafi Rugs will transport your rug for repair, at no cost to you. If your Protection Plan is due to expire while repairs are in process or in the custody of Mafi Rugs, your coverage will be automatically extended for the duration of the repair period.

This Plan and the obligations stated herein are backed by the full faith and credit of Mafi Rugs, and secured by an irrevocable letter of credit pledged to the State of Washington, Department of Insurance. You, as the consumer and holder of this Plan, shall be entitled to make a direct claim against the letter of credit provider upon the failure of Mafi Rugs to pay or settle any claim within 60 days after the claim has been filed with Mafi Rugs. To make this claim, contact the Office of Special Services, Washington State Department of Insurance, PO Box 40255, Olympia, WA 98504-0255.

