

FREQUENTLY ASKED QUESTIONS

Why do I need Worry-Free protection for my furniture?

Accidents happen! And while you can't prevent them from happening, you can be prepared for them when they do. The Worry-Free Protection Plan program was designed to keep life's little accidents from ruining your new furniture investment.

What furniture is covered under this protection?

Worry-Free Protection Plans include coverage for fabric and leather upholstery, hard solid surfaces, dining, bedroom, home office, indoor rugs, outdoor and occasional collections. For more details, please see your protection plan document for complete terms and conditions. There is no deductible, and this is not an insurance plan.

What is NOT covered under this protection?

Any product with an attempt to clean or repair before a claim is started will not be covered. Any upholstery item with added protection applied by the client will not be covered (i.e. Scotchgard). Buildup and/or accumulation of stains or damages. Damage from abuse/behavioral issues. Damage covered under a homeowners policy or manufacturer. Mold, odor, medical incontinence. Normal wear and tear; foam resiliency, scratches, cracking, peeling, or splitting of leather. All accessories including wall art, pillows, bedding, lamps, chandeliers, mirrors, decor items, and relics. Outdoor rugs, rug pads, outdoor furniture covers, mattresses, box springs, and floor samples are also excluded. Any item not included in the coverage section of the protection plan document.

How long does Worry-Free provide coverage?

Coverage extends for five years from the date your furniture is delivered. If you have multiple delivery dates for an order, coverage begins the day of the first delivery.

Worry-Free plans cannot be extended. The Worry-Free plan expires if a replacement is issued. However, a new plan may be purchased on replacement product.

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Please read your Terms and Conditions for complete coverage details. In cases where there is a discrepancy between this document and the Terms and Conditions, the Terms and Conditions will govern.

When can I purchase the Worry-Free protection plan?

Worry-Free Protection Plans are selected when you purchase your new furniture. Please be sure to review your sales receipt and delivery paperwork to ensure the protection plan has been added. The Worry-Free Protection Plan must be purchased prior to the scheduling of delivery and cannot be purchased once the order has been scheduled to leave our warehouse. Only one delivery address is allowed per order with a Worry-Free Protection Plan. The Worry-Free Protection Plan agreement will be emailed within 30 days of delivery.

How do I file a claim?

The Warranty Service mobile app is available for download at the Apple Store or on Google Play. Review coverage details, file a claim 24/7, schedule your technician appointment, and receive status updates in one application. You may also file a claim by filing online at warrantyservice.com, or by calling 888.437.8675. Please be sure to file your claim within 30-days of noticing the problem.

What if my covered product is no longer available?

If your covered product is no longer available, you may qualify for a reselection. When reselecting, the replacement must be the same type of item (e.g., accent chair for another accent chair). If the item is a lower price, no money will be refunded. With a reselection, your current Worry-Free Protection Plan is void on that specific item.

How much does the protection plan cost?

Please see your Design Consultant for pricing. Any new product order(s) requires its own protection plan. A full replacement of your piece fulfills the protection plan agreement. A new plan will need to be purchased on the new full replacement item.

Is the Arhaus furniture warranty still in effect for furniture covered by the Worry-Free protection plan?

Yes. Your Arhaus manufacturer's warranty covers manufacturer defects. Your Worry-Free Protection Plan covers accidental and incidental damages on covered items.

UNITERS North America, LLC XXXXX (07/21)
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ARHAUS[®]
your home

get peace of mind with
WORRY-FREE PROTECTION

protect your investment
coverage starts at just \$99

WORRY-FREE INDOOR	Fabric & Leather	Wood and Other Solid Surfaces	Area Rug
Accidental damage coverage due to single incidents including:			
Any stain	●	●	●
Dye transfer	●	●	
Human and pet bodily fluids	●	●	●
Damage caused by nail polish remover	●	●	
Rips, tears, and punctures	●	●	
Burn, singe, or heat mark	●	●	
Fading caused by light or sun exposure	●	●	
Scratch, gouge, chip, puncture or dent that penetrates the surface		●	
Liquid mark or water ring		●	
Checking, cracking, bubbling or peeling of the finish		●	
Structural or operational failure of components such as frames, mechanisms, springs, welds, bases and handles	●	●	
Structural or operational failure of motors, switches and other electrical components	●	●	
Seam and stitching separation from sudden tear or popping of a seam	●		
Broken zipper or button	●		
Loss of silvering of a mirror		●	
Domesticated pet damage	●	●	

Merchandise Total	Indoor 5-Year Plan
Up to \$1,000	\$99
\$1,001 – \$2,500	\$199
\$2,501 – \$5,000	\$299
\$5,001 – \$10,000	\$399
\$10,001 – \$50,000*	\$499

WORRY-FREE OUTDOOR	Outdoor Fabric Upholstery	Wood and Other Solid Surfaces	Umbrellas
Accidental damage coverage due to single incidents including:			
Any stain	●	●	
Dye transfer	●	●	
Human and pet bodily fluids	●	●	
Rips, tears, and punctures	●	●	
Burn, singe or heat mark	●	●	
Surface damages that penetrate the finish	●	●	
Breakage of frames and mechanisms	●	●	
Breakage of table tops umbrella lighting systems and umbrellas			●
Breakage of seating straps	●	●	
Domesticated pet damage	●	●	

Merchandise Total	Outdoor 5-Year Plan
Up to \$1,000	\$99
\$1,001 – \$2,500	\$199
\$2,501 – \$5,000	\$299
\$5,001 – \$10,000	\$399
\$10,001 – \$50,000*	\$499

Worry-Free Protection Plans offer in-home service for just about anything life throws your way. Now you can enjoy your furniture without worry that dents, scratches, stains or various other incidents will ruin your favorite piece. If something happens, we can send a furniture technician to your home to repair it. And, if we can't, we may replace it for no additional cost. There are three ways to initiate a claim; via the Warranty Service mobile app, by filing online at warrantyservice.com or by calling 888.437.8675.

See plan information for exclusions.

*Maximum coverage for one plan is \$50,000. Additional plans may be purchased at point of sale.