



Protection Plans made Simple.

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Montage Furniture Services is a leading North American provider of Protection Plans or residential furniture.

Farm and Home Hardware

140 Center Street

Ashland, OH 44805

## **ABOUT US**

Montage Furniture Services is a leading provider of protection plans for residential furniture. Furniture represents one of the largest investments many of us make and our protection plans help protect against stains and other damages that reduce the worth and enjoyment of that investment. Let's face it, accidents happen! When they do, we're here to help.

Our furniture protection plans are available through furniture retail stores at the time of purchase. They can cover different types of furniture and materials, providing peace of mind for every room in the house – and even outdoor spaces.

For over 40 years we have built a reputation for timely, friendly, and responsive service, from the initial contact with our service center staff, to the prompt dispatch of our certified repair technicians to the consumer's home. We make protection plans simple so you can relax more and worry less.

## **OUR MISSION**

Our mission is to deliver innovative solutions and exceptional service that enhances the customer experience for our business partners.

## **OUR VISION**

Our vision is to create value through exceptional service, one customer at a time.

## **6 Frequently Asked Questions:**

1. What furniture is covered under the protection plans?

Montage protection plans offer coverage for indoor and outdoor furniture, mattresses, adjustable bases, billiards, area rugs and more. See our plans for coverage details.

2. Why do I need protection for my furniture?

Your furniture is an investment! Accidents happen and our protection plans offer the assistance you need. Your furniture will be serviced by furniture experts with an unparalleled reputation for excellent service.

3. How long does the plan provide coverage?

Coverage extends for the term purchased as indicated on your sales receipt. Coverage begins from the original delivery date.

4. When do I purchase the protection plan?

Our protection plans must be selected when you purchase your new furniture or bedding or before delivery of unit.

5. How do I file a claim?

Our service center staff is ready to assist you.

To call, email or register for a Montage account and file your claim online. Hours of operation Monday through Friday 8:30am to 5:00pm (Central Time)

6. What can I expect if I file a claim?

Reports need to be filed within 30 days of noticing the incident. To expedite the process, you will be asked to fill out a service request form and submit photos. This will identify what was damaged, the extent of the damage, when the incident occurred, and will help us determine the best way to move forward with your claim.

At-a-glance coverage for fabric, leather, vinyl upholstery and solid surfaces.

- Pet Damage
- Burns and household heat marks
- Fading from the sun
- Liquid marks and rings
- Gouges, dents, scratches and chips
- Breakage of frames
- Glass/mirror chipping breakage
- Nail polish remover
- Punctures and rips
- All stains
- Electrical components
- Breakage of zippers and buttons

*\*This does not represent all coverage for all Montage protection plans. Please see your Protection Plan Agreement for full details.*

When you protect your furniture investment with a Montage protection plan, you can relax knowing that when mishaps occur, we are here to help put your mind at ease and keep your furniture looking beautiful. Montage has the perfect plan to meet your needs, offering plans that cover fabric, leather and vinyl upholstery, wood, and other hard-surface furniture.

Farm and Home Hardware in Ashland Ohio provides Montage Premium Elite Protection Plan. This plan is a 5 year warranty on furniture and a 10 year warranty on beds. This covers everything from rips and tears to spills and accidents, even jaws and claws (only once). The price will be 10% of the purchase price before tax with a \$99 dollar minimum.

