



## WARRANTY SERVICE PROCESS

This document outlines Living Spaces Warranty Service Process at Living Spaces. Please contact Living Spaces Customer Care at 877-266-7300 should you have any questions. You can also find helpful FAQs at [www.livingspaces.com/faq.aspx](http://www.livingspaces.com/faq.aspx)

### A. VIP CUSTOMERS

1. If you purchase the VIP coverage during your original purchase, please call Service USA at (800) 931-9281 to open a claim within 10 days of the incident. You can also open your claim online via [www.livingspaceswarranty.com](http://www.livingspaceswarranty.com)
  - i. VIP coverage is limited to: stains, accidental damage, or defects for 5 years.
2. If your claim is approved by Service USA, all work will be performed through Service USA. You will work directly with Service USA on your claim. *Note this process can take 2 – 4 weeks to complete.*
3. If your claim is denied, Service USA will refer you back to Living Spaces. You will work directly with Living Spaces if your claim is denied by Service USA.

### B. NON VIP CUSTOMERS OR VIP DENIED CLAIMS

1. For NON-VIP customers, call Living Spaces Customer Care at (877) 266-7300 to report problem(s). During this call, Living Spaces Customer Care agent will assist the customer in opening a warranty claim.
2. Living Spaces Customer Care agent will request that the customer submit photos of reported damage.
3. Once the customer's photos are received, the photos will be evaluated and next steps will be determined.
4. Living Spaces Customer Care agent will contact the customer to schedule an in-home visit by a service technician. The service technician will perform a visual inspection of the damage. The service technician may find one or more of the following:
  - i. Deem the damage not repairable
  - ii. Repair the item in home
  - iii. Recommend additional steps to Living Spaces such as ordering parts and/or offsite repairs at Living Spaces restoration center.
5. Upon completion of the assessment and possible in-home repair, the service technician will forward a service report to Living Spaces Customer Care.
  - i. The average processing time is two weeks.
  - ii. Please note that Living Spaces reserves the right to repair or replace the damaged item. If the item can be repaired, Living Spaces will repair the item. Replacement of items will only occur if the item is deemed not repairable.



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6. **Parts Required** – If the service technician recommends parts to repair the damaged item, Living Spaces Customer Care agent will place the parts order on your behalf. Once the parts arrive, Living Spaces Customer Care will contact you to make arrangements with the customer to complete the repair.
  - i. To ensure the customers furniture is restored to show room condition, parts are ordered directly from the vendor; therefore, parts orders may take 2 - 6 weeks to arrive.
  - ii. Parts may be sent to the customer’s home or to Living Spaces depending on the reported damage and work required to repair damage.
7. **Restoration Center** – Living Spaces’ goal is to provide in-home care to repair your furniture. However, at times it is necessary that Living Spaces bring the item to our restoration center.
  - i. The average processing time for restoring your furniture at the Living Spaces Restoration Center is 5 days (after parts are received).