



Montage Furniture Services

Service Claim Procedures

Initial claim/protection plan verification: The consumer should have her protection plan and or purchase receipt in hand when calling the service center to file a claim. MFS will look in our system to verify the protection plan sent to the consumer. At this time MFS will enter the generic furniture items to the protection plan to open the service claim. Upon service qualification, MFS will ask the consumer to send us a copy of her purchase receipt so we can accurately get all of the furniture items registered to their protection plan. The purchase receipt can be sent in either by mail or fax.

After verification, MFS will take one or more of the following actions to assist the customer:

- **For SOD, DOD or manufacturer-related issues:** The claim will be referred back to the retailer from which the furniture and plan were purchased. In this case, MFS will place a call to the retailer on behalf of the consumer, to advise them of the details of the claim.
- **For non-covered stains or damage:** It is verbally explained to the consumer that her Protection Plan does not cover the type of stain/damage reported. Self-help tips or a service technician referral can be provided if applicable.
- **For problems that can be resolved by a self-help kit:** If the consumer reports a problem that could be resolved by a self-help kit, we will send a self-help product kit as the first step in the claim resolution. The consumer is advised to call MFS back if the problem is not resolved.
- **For problems that require a technician visit:** If MFS determines that a service order is applicable, the claim goes to technician assignment and then service work authorization forms are sent to the technician requesting that they contact the consumer within 48 hours and advise us of the service date. If the technician does not respond within 3 days, MFS will call the technician to obtain an appointment date. If the technician fails to submit a service report after the service date, MFS will call the technician to get a verbal report and advise the technician to submit a report to ensure payment. Claim resolution will be determined once MFS receives the verbal report or written report. If needed, MFS may send a letter to the consumer requesting that she send in a copy of her purchase receipt to assist MFS with determining the best claim resolution, and if it is cost effective to order parts replace her furniture.
- **For claims that require a part or piece replacement:** When a part or piece replacement is required, authorization letters are sent to the consumer and the retailer (if applicable). The retailer authorization provides the details on the parts or piece items to be ordered by the store. If the parts or piece items are not available to order, the store must contact MFS to update authorization forms and to get direction on how to proceed. If this is not done, the store may not be paid for the costs incurred.