



Montage Furniture Services

Parts Orders & Replacements FAQ's

Q: How will I receive the requests from Montage?

A: The default form of delivery is via fax. You may request to receive the requests via secure web portal or email. **If you instruct Montage to send the requests to a specific fax number or email address, please advise your salespeople of this so there is no confusion if they request a copy of the form to be sent.** Stores also have the option to access requests from a secure web portal.

Q: How do I access requests from the secure web portal?

A: Stores can sign up to access requests through the secure web portal by contacting the Service Dept. at 1-800-449-1476. You will be given log-in information to access the site with. Once in the site, you will select the option of "Open parts/piece replacements (# to print) from the drop down box labeled "Pick the type of claim you would like to view". Further instructions are available through the Service Dept and the web portal.

Q: What do I do when I receive a parts order or replacement request from Montage?

A: Retailers should order the replacement part or piece requested on the form and coordinate delivery of the item to the customer. If the part or piece is unavailable, please contact Montage for further instruction.

Q: What if the part or piece requested by Montage is not available?

A: Contact Montage for approval of a reselection. Montage will review the claim and send you a revised authorization form. **NO RESELECTION SHOULD BE DONE WITHOUT RECEIVING REVISED REPLACEMENT ORDERS FROM MONTAGE.**

Q: What can the customer select if a reselection is authorized?

A: The customer must select a piece similar to the original item from the same style grouping. Example: If a sofa is authorized, they must select another sofa or similar item as their reselected piece.

Q: The product has been ordered and delivered to the customer. How do I get reimbursed for this order?

A: Instructions on how to get reimbursed for a claim are on the authorization form. Retailers need to submit the following items in order to receive reimbursement for a claim:

1. A completed, signed and dated reimbursement request form.
2. A copy of the manufacturer's invoice for the replacement product, showing any freight and fuel-surcharges that are being billed back to Montage, or other acceptable documentation showing actual landed costs of the replacement product.
3. A delivery receipt for the replacement product if the customer is not side-marked on the manufacturer's invoice.

PLEASE NOTE: Incomplete documentation for reimbursements can delay receipt of your payment.



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Q: What will I get reimbursed for?

A: Montage will reimburse the Retailer the wholesale, landed costs incurred for the replacement furniture, plus any state/local sales taxes, and reasonable delivery/shipping charges to get the product to the customer.

Q: How long will it take to receive payment?

A: Please allow 15 business days for processing your request from the date it is received by Montage.

Q: Where will the check be mailed?

A: The check payment will be mailed to the address listed on the form unless a separate mailing address for the checks is specified by the account.

Q: What if I have questions?

A: Contact MFS Sales Support at 1-800-449-1476, or via email at service@montagefs.com



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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.