

## Our On-Site Checklist

To ensure excellent consistent service all technicians are required to fill out the following checklist with the customer. Technician Checklist Thank you for allowing us the opportunity to protect your furniture. We have compiled this list of important details that we would like you to go over. It is a checklist to make sure we have completed our job to your satisfaction. It is very important that we provide you with the best service possible. In the event that the technician has not completed something below please make sure it is tended to before you sign the bottom of this sheet.

- Client received Introduction letter informing customer of important information
- Client received the toll free number to the Guardian© Protection Company that will be handling all claims.
- Client received an original copy of the five year warranty. Client and technician briefly reviewed what the warranty states.
- ProtectYourFurniture.com© Representative thoroughly applied stain resistant liquid to all items on invoice.
- Registration to be handled by the Protect your Furniture Office.
- Warranty reviewed with customer.
- Stains covered.
- Stains not covered.
- Client received Gift Box with Guardian© Home Products, as well as a sheet explaining how and when to use each of the products.
- Client received proper information to reorder Protect your Furniture's furniture care products.
- Client has been explained how the 20% referral program works.
- Payment received
- Check\_\_\_\_\_ CC\_\_\_\_\_ MO\_\_\_\_\_
- Client understands what information is necessary and the time frame required to report any stains. For your convenience we have listed it below.
- Warranty number.
- Type of stain.
- Date stain occurred; Stain must be reported within five days of its occurrence.
- Type of fabric and cleaning code.
- What if any has been done to remove stain.
- Client's furniture has been returned to its original location. All areas have been left clean.
- All furniture on the invoice has been sprayed with the Guardian Products' environmentally safe stain resistant solution. Please allow the proper time for the solution to dry. We suggest 12 hours to allow the solution to dry and set into the fabric.
- Client understands fully that the items that are listed on Protect your Furniture's© invoice are the only pieces of furniture warranted. No other furniture in the home is covered under the five year warrantee.
- Client has been explained when the warranty is voided:
  - It is used for commercial or rental purposes.
  - It is sold or transferred to another owner.
  - Client does not follow the instructions given by Guardian Products on how to properly remove the stain.
  - Client understands that ProtectYourFurniture.com©, Metroguardian© and Guardian© Products is not responsible for any dirt or stains that are existing prior to the technician applying the stain protection solution. It is expected that all furniture is to be new or free of stains and dirt when applied. It is extremely difficult to get any stain out once the solution as been sprayed over it. I have completed the above checklist with the technician or a representative of the Protect your Furniture© or metroguardian© company. By signing below I indicate that I fully and completely understand the warranty contract and that everything mentioned above has been completed to my satisfaction.