



For Immediate Release
May 25, 2021

Contact: Victoria Hebert
Phone: 616.204.5462
Email: victoriah@unitedersna.com

UNITERS Group Transforms the Furniture Service Experience at Spring Market

The UNITERSGROUP, with its subsidiaries UNITERSGROUP North America and Furniture Solutions Network (FSN), is debuting their new partnership at the upcoming June High Point Spring Market. As these two premier and fast-growing furniture industry service providers partner together, the UNITERSGROUP invites all attendees to visit their new showroom on the 1st floor of the Plaza Suites, space 611. The team from UNITERSGROUP and FSN will be in attendance for in-person meetings Friday, June 4th – Tuesday, June 8th.

The company's vertically integrated structure provides the foundation for an exceptional experience for consumers, while protecting the brand and offering compelling profitability for their retail partners. For more than 30 years, The UNITERSGROUP has built a reputation for offering impressive home furnishings care products, robust protection plan coverage, and now, an extensive service technician network.

The FSN service technician network provides in-home furniture repair solutions to retailers, manufacturers, and consumers. High Point Market attendees are invited to observe FSN CEO and expert technician, Rex Folkerts, demonstrate furniture repairs for fabric, leather, and wood with three 15-minute presentations daily throughout the Spring Market. Demonstrations start Friday, June 4th and continue through Monday, June 7th at 10:00 AM, 12:00 PM and 3:00 PM.

As the UNITERSGROUP continues to expand its capabilities and services for its retail partners, the company also ensures an industry leading claim experience for the consumer. With a 4.7 out of 5-star rating on the Apple App Store, the UNITERSGROUP mobile app functionality includes 24/7 access, appointment scheduling, direct communication with the technician, GPS technician tracking, push notifications, SMS reminders, and a satisfaction survey. In addition, retail partners have access to full claim status with the UNITERSGROUP mobile app.

About UNITERSGROUP: UNITERSGROUP is a global manufacturing and service company that markets and distributes home care and repair products in 6 continents and in more than 100 countries around the World. We also provide Furniture Protection Plans to millions of consumers each year through some of the largest furniture retailers and department stores in the United States. Founded in 1991 by Chairman Gordian Tork, and together with his father, Dr. Leo Tork, UNITERSGROUP has developed some of the most revolutionary leather care and protection products in the furniture and home goods industry. Under Gordian's leadership, UNITERSGROUP set out to transform the service plan and warranty administration industry with a transparent process that allows both furniture stores and consumers the ability to follow their claims process easily to ensure a quick and fair resolution.

Dr. Leo Tork was the founder and director of the UNITERSGROUP Product Research Center in Italy. He was the driving force behind the development of UNITERSGROUP innovative cleaning, protection, repair and restoration



products. Today, consumers, manufacturing and retail partners worldwide rest assured knowing that the UNITER Research Center develops the highest quality and environmentally friendly products available.

The UNITER team worldwide is continually working to discover new solutions to improve the care and protection of furniture, textiles and bedding, and to serve as a model for innovation and responsible business practices in the service and protection plan industry.

For more information, visit www.uniter.com

About Furniture Solutions Network: FSN is a nationwide technician services company that provides in-home furniture repair solutions to retailers, manufacturers, and consumers. Founded in 2001 by CEO Rex Folkerts, he saw the need to create an efficient program, with full transparency, and overall a top-of-the-line service experience for clients, technicians, and consumers. With the help of FSN President, Ron Combes, they created a system called Service Order Software (SOS). SOS was a new and successful digital tool for retailers and technicians to document step-by-step progress and communication during the work order process. Demand for furniture repair services grew quickly, and FSN established a reputation for excellent service, high first visit fix rates, an honorable staff and a workflow process that was trusted by its clients nationwide. FSN is now the premier technician service provider, with over 200 technicians in the United States and 140 technicians across Europe.

FSN has led the way with service innovations for the world's leading furniture clients, providing a portfolio of solutions to address the three core elements of in-home service, furniture, and technology. In addition, FSN has a leadership team that is focused on the consumer experience and strategic goals to drive down expense while increasing profitability for its retail partners. FSN is highly experienced in working with all facets of the retail industry and is always working to identify fresh solutions and provide the best experience for its clients.

For more information, visit www.fsnpro.com