

# Furniture Insurance

## Insurance Product Information Document

Product: Furniture Care Policy

Company: Novus Underwriting Ltd on behalf of Millenium Insurance Company Ltd

Novus Underwriting Limited is registered in England and Wales under Company No. 10844265, with its registered office address at Cumberland House, 129 High Street, Billericay, Essex, CM12 9AH. Novus Underwriting Limited is an appointed representative of Consilium Insurance Broker Ltd, which is authorised and regulated by the Financial Conduct Authority (Firm Reference No. 306080). Millennium Insurance Company Limited is regulated by the Gibraltar Financial Services Commission ("GFSC") under the Financial Services (Insurance Companies) Act to carry on insurance business. Its principal office is PO Box 1314, 13 Ragged Staff Wharf, Queensway Quay, Gibraltar, GX11 1AA. (Firm Reference No. 82939).

Complete pre-contractual and contractual information on the insurance product is provided in the terms and conditions.

### What is this type of insurance?

This insurance policy is designed for those who wish to insure their furniture against structural defects found outside of the manufacturers guarantee period. It is a stand-alone policy and you should use the information below to establish if this policy is right for you. If you have existing policies that give the same cover elsewhere, you will need to consider whether you may be paying for duplicate cover.



#### What is insured?

**Structural defects** including, but not limited to:

- ✓ Defects to frames
- ✓ Defects to fabric materials such as fraying
- ✓ Peeling of the finish on solid wood
- ✓ Bending and breakage to metal components
- ✓ Excessive loss of resilience to mattresses
- ✓ Defects to mechanical, electric recliners and components
- ✓ Broken zips, castors, and buttons
- ✓ Separation of seams and stitching
- ✓ Lifting or peeling of leather and vinyl
- ✓ Broken springs and excessive stretching of webbing

Valid claims will be settled by repairing the damaged product. If parts are required, these will be sourced using the original specification of the product. If the product cannot be repaired, we will provide an alternative settlement.



#### What is not insured?

- ✗ Any repairs to or replacement of the Television
- ✗ Damage caused accidentally or deliberately by you or any person;
- ✗ Any damage resulting from wear and tear;
- ✗ Natural settlement of the mattress through normal use;
- ✗ The gradual accumulation of structural defects;
- ✗ Structural defects in products manufactured with a defective design or specification and subject to a manufacturer recall;
- ✗ Changes in colour or damage to of any part of the product caused by sunlight, perspiration, natural hair and body oils or wear and tear;
- ✗ Natural characteristics of leather such as brands, bites, tick marks and opened scars;
- ✗ Damage caused by any animal;
- ✗ Structural defects first discovered before the expiry of the manufacturer's guarantee period.

NOTE: Structural defects arising during the manufacturer's guarantee must be reported to the retailer from whom you purchased your product and will be dealt with under the manufacturer's guarantee.

For full details of all exclusions, please refer to the Terms and Conditions.



#### Are there any restrictions on cover?

- ! You are 18 or older at the date of purchase;
- ! You are resident in the UK, Channel Islands or Isle of Man;
- ! The price of the product(s) purchased has a value of no more than £20,000;
- ! The product must be used for your own domestic purposes;
- ! Your product must be new at the start of this policy and free from damage;
- ! You cannot transfer this insurance to another person;
- ! The value of a repair, or any alternative settlement, shall not exceed the amount you originally paid for the product.



#### Where am I covered?

- ✓ In the United Kingdom, Channel Islands and Isle of Man.



#### What are my obligations?

- To take all reasonable precautions to safeguard the product and to avoid loss or damage to it
- To maintain the product in accordance with the manufacturer's instructions
- To make a claim as soon as possible, but no longer than 28 days after noticing the damage, as shown in your terms and conditions
- To supply accurate and complete answers to all the questions we may ask as part of your application for cover under the policy.



## When and how do I pay?

This policy is provided to you at no extra cost.



## When does the cover start and end?

Structural defects cover starts after 12 months or upon expiry of the manufacturer's guarantee if longer than 12 months. The date that the cover expires will be shown on your Certificate of Insurance. There are some circumstances where the policy will end prior to this and these can be found within your policy terms and conditions which will be sent to you.



## How do I cancel the contract?

You can cancel this policy at any point, up to 14 days from receipt of your certificate of insurance. To cancel your policy please return to the retailer where you bought the product together with the sales receipt or invoice. As you have not paid for this policy, no refund of premium will be applicable if you cancel the policy.