

# Benefits

## of furniture protection

- ✓ 5 years peace of mind
- ✓ Original value replacements
- ✓ National network of professional technicians
- ✓ No excess charges
- ✓ One call for advice and service

# Summary

## of cover provided

### STAINS

- |               |              |   |
|---------------|--------------|---|
| ✓ Acids       | ✓ Corrosives | ✓ Human & animal bodily fluids  |
| ✓ Cosmetics   | ✓ Paints     | ✓ Dyes & dye transfer from newspaper print or clothing, including Denim |
| ✓ Shoe Polish | ✓ Superglue  | ✓ All food stuff & drink  |
| ✓ Ink         | ✓ Coffee     |   |
| ✓ Bleaches    | ✓ Ketchup    |   |
| ✓ Caustics    | ✓ Cola       |   |

(Staining must result from a sudden and unforeseen event. This policy does not provide cover for an accumulation or build up over a period of time)

### ACCIDENTAL DAMAGE

- |             |  |
|-------------|--|
| ✓ Rips      | ✓ Scratches  |
| ✓ Burns     | ✓ Breakage, dents or chips                                 |
| ✓ Scuffs    | ✓ Water, liquid or heat marks                              |
| ✓ Punctures | ✓ Pet damage (limited to 3 claims per period of insurance) |

(Accidental damage must result from a sudden and unforeseen event. This policy does not provide cover for an accumulation or build up over a period of time.)

### STRUCTURAL DEFECTS

- ✓ Frame warpage and breakage
- ✓ Peeling of veneered or laminate finishes
- ✓ Lifting or peeling of the hide on leather furniture
- ✓ Broken zips, castors and buttons
- ✓ Bending and breakage of metal components
- ✓ Failure of recliner mechanisms including electrical motors and associated electric components

This leaflet details different cover options available from your retailer. Your salesperson will be able to advise what levels of cover are available. Please refer to your insurance certificate to confirm the level of cover purchased.

# Summary

## of Staingard exclusions

- |                     |  |
|---------------------|--|
| ✗ Commercial use    | ✗ Natural characteristics of leather                     |
| ✗ Deliberate damage | ✗ Fading of fabric and materials                         |
| ✗ Abuse or neglect  | ✗ Accumulated multiple stains                            |
| ✗ Removal of odours | ✗ Anything that happens gradually including dye transfer |
| ✗ Wear and tear     |  |

This is a summary only. Please refer to your certificate of cover for full terms and conditions.

## About your Care Plan

Your Care Plan begins on the date your furniture is delivered and subject to the terms and conditions will continue for 5 years. Any Structural defects will only be covered if they occur after the first 12 months. Your Care Plan has been arranged by Staingard Warranty Group (A trading name of Homeserve Furniture Repairs Limited). For details of your insurer, please see the Terms and Conditions on your Certificate of Insurance that will be provided to you following delivery, a copy of which can be obtained from your Sales Consultant.

Homeserve Furniture Repairs Limited will administer your care plan, and is authorised and regulated by the Financial Conduct Authority (FCA Number 502001). This can be checked on the Financial Services Register by visiting the FCA's website at [www.fca.org.uk](http://www.fca.org.uk).

## Your Demands and Needs of this Care Plan

By purchasing this Care Plan, you confirm that you have reviewed the Insurance Product Information Document (IPID) and that it meets your Demands and Needs. You confirm you do not want to incur costs to restore your furniture in the event of an accidental stain or if it becomes accidentally damaged, that you do not wish to use your home insurance as you may incur an excess and a potential impact on premiums when renewed, and that you understand the Care Plan is not a general cleaning contract but a policy that provides cover for specific incidents.



STG-SADSTR-0219-001



# premium protection

## UPHOLSTERY CARE



# 5 Year Furniture Protection Care Plan

Having invested in your new furniture it is only natural that you will want to keep it looking like new for as long as possible. This is why Staingard offer all customers their 5 Year Care Plan.

Whether you choose a fabulous fabric or luxurious leather sofa, you can rest assured that by purchasing this Care Plan you are covered when an accident does spoil the appearance of your furniture. Stain removal and repairs will be taken care of at no extra cost to you.



- ✓ FABRIC UPHOLSTERY
- ✓ LEATHER UPHOLSTERY



## Total Peace of Mind

### How does the Care Plan work?

Simply follow the care instructions provided at the time you purchased your furniture. However if an accident threatens to spoil the appearance of your furniture all you have to do is call our dedicated claims and advice line and we will ensure that the problem is taken care of.

### What am I covered for?

On the following pages you will see a more detailed list of the things you are covered for, and what you are not covered for. Essentially this Care Plan provides cover for a comprehensive range of household accidents that result in damage or staining to your furniture.

Following the delivery of your furniture you will receive a document detailing this and also how to make a claim. It is important to recognise that you are not covered for a lack of care of your furniture or abuse, and multiple stains and damages sustained over an extended period of time are similarly not covered.

### How do I make a claim?

All you need to do is call our dedicated claims and advice line on the number detailed on your policy document within 7 days of the incident occurring.

A technician will be sent to your home at a mutually convenient time and we'll take care of the problem, if we are unable to effect a satisfactory repair or stain removal we will replace the damaged item at no cost to you.



# Taking Care of **your** furniture



Staingard's 5 year Care Plan is supported by a range of care products designed to ensure that you are able to maintain your furniture in the best way possible. These care products are specially formulated and produced by Staingard and are easy to use and effective.

## How do I purchase a care plan?

Your sales consultant will discuss details of how to care for your furniture whilst you are choosing your item of furniture.

This will include all you need to know about The Staingard Care Plan. Having made your choice, simply ask your sales consultant to add the Care Plan to your order and that's it!

