

# Benefits

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## 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

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## of cover provided

### STAINS

- ✓ Food and beverages
- ✓ Ink, paint and dye
- ✓ Human and pet bodily fluids
- ✓ Cosmetics, soap and shampoo
- ✓ Wax and wax polish
- ✓ Glue and superglue
- ✓ Dye transfer
- ✓ Acids, bleaches, caustic and corrosive solutions and substances.

(Staining must result from a sudden and unforeseen event).

### ACCIDENTAL DAMAGE

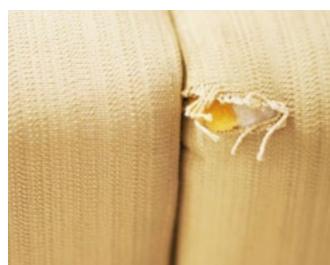
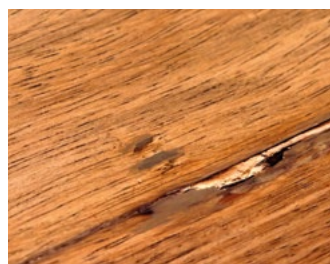
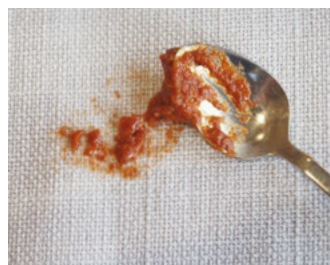
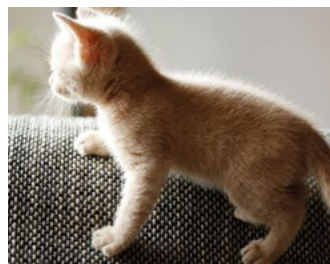
- ✓ Rips & tears
- ✓ Burns,
- ✓ Scuffs, scratches and punctures
- ✓ Dents, chips & scratches
- ✓ Breakage, scratches of glass or mirrors
- ✓ Pet damage
- ✓ Breakage
- ✓ Structural breakage

(Accidental damage must result from a sudden and unforeseen event).

### STRUCTURAL DEFECTS

- ✓ Defects to frames caused by breakage or becoming warped
- ✓ Peeling of the finish on solid wood, veneered or laminate Furniture
- ✓ Defects of mechanical, electric recliners and components
- ✓ Bending and breakage to metal components
- ✓ Broken zips, castors, and buttons
- ✓ Separation of seams and stitching
- ✓ Lifting or peeling of the hide on leather bed frames and dining Furniture

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.



## 5 YEAR CARE PLAN - FOR TOTAL PEACE OF MIND

# Summary

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## of exclusions from the Protect & Care Plan

- ✗ Any damage (structural or otherwise), soiling or staining caused:
  - a. Prior to or during delivery;
  - b. By fire, fire damage, smoke, ash, flood, wind, lightning, the act of sunlight, oxidisation, or any other natural disaster
- ✗ Structural defects first discovered during the manufacturer's warranty period
- ✗ Stains and damage that are consistent with wear and tear
- ✗ Variations in batches of dyes, where a part is replaced the colour match will be within a commercial tolerance
- ✗ Consequential loss of any kind and or loss of use
- ✗ Damage not consistent with the original claim or misrepresentation of an occurrence
- ✗ Repairs carried out by a technician not assigned by the service provider, or damage caused by a third party contractor
- ✗ Damage to insured items used for rental / sublet or commercial purposes, or furniture in storage or transit

# About

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## your Protect & Care Plan

Your Protect & 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. Our Protect & Care Plan has been arranged by Staingard Furniture Care, a trading name of Orwell Insurance Services 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.

Our Protect & Care Plan will be administered by Staingard in association with Orwell Insurance Services Limited. (FCA firm number 311566).

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

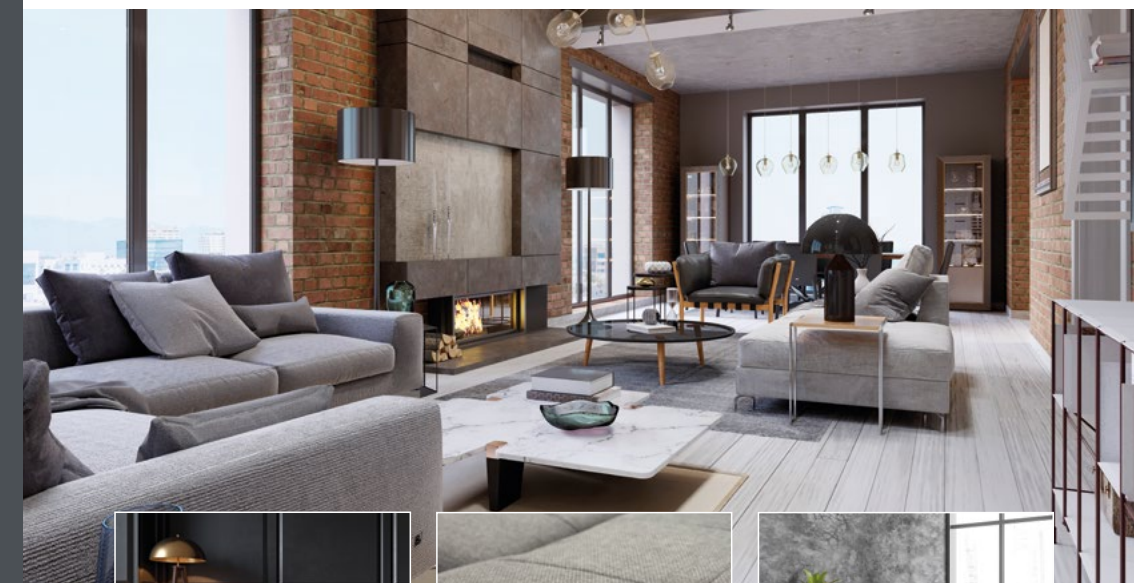
By purchasing this Protect & Care Plan, you confirm that you have reviewed the Insurance Product Information Document (IPID) and that it meets your Demands and Needs. You confirm you do not want to pay to restore your furniture in the event of an accidental stain or if it becomes accidentally damaged, 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 Protect & Care Plan is not a general cleaning contract but a policy that provides cover for specific incidents.

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# PROTECT & CARE

## FURNITURE PROTECTION



LEATHER



FABRIC



CABINET

## 5 YEAR CARE PLAN

FOR TOTAL PEACE OF MIND



# 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 we offer our Protect & Care Plan, backed by Staingard.

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**



**CABINET FURNITURE**



## 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 Protect & 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?

Simply notify Staingard Ltd as soon as you become aware of the incident leading to the claim. Visit Our website [staingard.co.uk](http://staingard.co.uk) which is available 24 hours a day, or email [sgfadmin@staingard.co.uk](mailto:sgfadmin@staingard.co.uk).

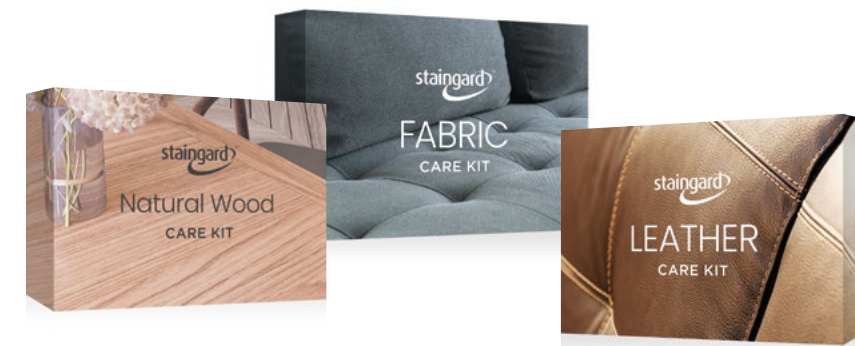


To make a claim scan the QR code or visit [staingard.co.uk](http://staingard.co.uk)



**5 YEAR CARE PLAN - FOR TOTAL PEACE OF MIND**

## Taking Care of **your** furniture



Our **5 Year Protect & Care Plan** is supported by a comprehensive range of care products designed to ensure that you are able to maintain your furniture in the best way possible. These premium care products have been specially formulated and produced for us by Staingard to be highly effective and easy to use.

### 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 Protect & Care Plan. Having made your choice, simply ask your sales consultant to add the Protect & Care Plan to your order and that's it!

