



# NATUZZI

## 5 YEAR FURNITURE CARE PACKAGE

Accidents happen, but don't worry, we've got  
you covered



**GUARDSMAN**  
AN AMYNTA COMPANY  
FURNITURE PROFESSIONALS

# A complete furniture care package to help you really enjoy your furniture

**Guardsman Care Package = Protection Plan + Specialist Care Kit<sup>+</sup>**



## 1. Furniture Protection Plan for peace of mind

A furniture protection plan is there to make sure you really can enjoy your furniture. It gives you total peace of mind, knowing that if we can't repair the damage, we'll replace the damaged part or the item of furniture.



## 2. Specialist Care Kit

Our specialist care kit has been developed with your furniture in mind. Use it regularly to keep your furniture looking great!



## 3. Expert technician network

Our network of stain removal and repair technicians are the best in the industry and will always aim to repair the damage on their first visit!



<sup>+</sup> A Protection Plan can only be sold as part of a care package including a specialist care kit. Additional care kits can be purchased separately.



**A Guardsman Protection Plan is not a substitute for regular care and cleaning.**

We'll take care of the accidents, but the day-to-day care is down to you.

We recommend Safeclean for general cleaning. Visit [www.safeclean.co.uk](http://www.safeclean.co.uk) to find your local technician and obtain a free quotation.

**Safeclean<sup>®</sup>**  
BY GUARDSMAN

# What are you covered for?

We'll cover you for singular accidents that happen to your furniture, that result in damage and staining.

## Singular incidents of accidental stains examples include ...

- ✓ **Drinks** such as red wine or coffee
- ✓ **Food** such as curry or pizza
- ✓ **Human & animal bodily fluids** such as blood or vomit
- ✓ **Ink** such as ballpoint pen, felt tip or permanent marker
- ✓ **Unidentifiable stains** (not as a result of a build-up)
- ✓ **Paint**
- ✓ **Make-up** and toiletries
- ✓ **Dye transfer** from jeans or newspaper (not as a result of a build-up)
- ✓ **Oil based stains** such as grease or tar
- ✓ **Adhesives and glues**
- ✓ **Bleaches** and other household cleaning products
- ✓ **Acidic liquids** such as vinegar or lemon juice
- ✓ **Wax** such as candle, hair or polish
- ✓ **Ring marks**

## Singular incidents of accidental damage examples include ...

- ✓ **Tears and rips** caused by keys or belt buckles
- ✓ **Burns** caused by cigarettes and sparks from a fireplace
- ✓ **Thread pulls** (to fabric upholstery)
- ✓ **Pet scratches** (not as a result of a build-up)
- ✓ **Scratches or chips**
- ✓ **Broken glass** caused by dropped items

In addition to the leather or fabric upholstery plan, you can also purchase the motion furniture top-up plan for your recliner furniture\*

## Motion Furniture Top-up Plan covers you against:

### Recliner mechanism faults examples include\*...

- ✓ **Mechanism** - failure, breaking or bending
- ✓ **Electrical** - failure of control box, transformers or motor
- ✓ **Wires** - breakages or cuts
- ✓ **Switches** - breakage, jamming or failure

\*This plan covers for failure of a recliner mechanism following the expiry of your manufacturer's guarantee. It is ONLY available when purchased in conjunction with a Guardsman 5 year Fabric and Leather Protection Plan.

### A Protection Plan will not cover for\*\* ...

- ✗ General cleaning or inappropriate use of products such as baby wipes or cleaning wipes
- ✗ Wear and tear such as an accumulation of multiple stains / damage to multiple areas
- ✗ Structural damage including textural changes, seam or stitching separation, fraying and softening of interiors
- ✗ Odours
- ✗ Colour changing
- ✗ Animal biting or chewing
- ✗ Damage caused by perspiration
- ✗ Cracking to leather upholstery
- ✗ Broken frames, slats, legs and mechanisms (bed plans)
- ✗ Damage to the mattress if a Guardsman approved mattress protector is not in use (bed plans)
- ✗ Damage or staining to the mattress protector (bed plans)
- ✗ Browning or yellowing to the outer surface of the item
- ✗ Faults which are covered by the manufacturer's own warranty

\*\* Refers to both plans. This is not an exhaustive list, refer to the full terms & conditions for the complete list. Faults covered by the manufacturer's own warranty should be referred to your retailer.

## If we can't fix it, we won't let you down!



The Furniture Protection Plan covers life's little accidents, such as food or drink spills and accidental damage to your furniture. These must be reported to us each time they happen in accordance with the terms and conditions of your plan.



When accidents happen we have a team of trained furniture experts ready to repair damage and remove stains. To make a claim, simply visit our website ([guardsman.co.uk](http://guardsman.co.uk)) or call our UK call centre on **0345 128 1240**.



Wherever possible our network of expert repair technicians and stain removal specialists always try to repair the damage.

If a repair isn't possible, we will source new parts for you, or if parts are not available, a replacement item.



Claim for as many incidents as you need over 5 years. You'll have cover for parts, labour and replacement items up to the indemnity value of your plan. Your indemnity value is the price you originally paid for your furniture or £15,000 (£25,000 for beds), whichever is the lowest. Your limit of indemnity will reduce after each claim.

## The legal bit



**You can view the current summary terms and conditions for this Natuzzi Furniture Protection Plan at any time.**

Simply open the camera on your smartphone and hover over the QR code image. This will then bring up a link that will take you to the web page which contains the relevant document.

It is an important document which sets out the reasons why this 5 year Furniture Protection Plan is suitable for your particular needs, objectives and circumstances.

This Furniture Protection Plan meets the demands and needs of those who are eligible and wish to protect their furniture against accidental stains and accidental damage for 5 years.

Guardsman Industries Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Registration number 311766.