

3 or 5 Year Furniture Care Package



GUARDSMAN
AN AMENIA COMPANY
FURNITURE PROFESSIONALS

CareCo

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

Guardsman Care Package = Protection Plan + Specialist Care Kit[†]



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 or Mattress Protector[†]



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!



[†] A Protection Plan can only be sold as part of a care package including a specialist kit. Additional care kits can be purchased separately. If purchasing a bed plan, you will receive a Guardsman mattress protector.



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 to find your local technician and obtain a free quotation.

Safeclean[®]
BY GUARDSMAN

What are you covered for?

With the **PLUS Protection Plan**, we'll cover you for accidents that happen to your furniture that result in damage or staining.

PLUS Protection Plan covers you against:

Singular incidents of accidental stains examples include...

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

Singular incidents of accidental damage examples include...

- | | |
|--|--|
| ✓ Tears and rips caused by keys or belt buckles | ✓ Thread pulls (to fabric upholstery) |
| ✓ Burns caused by cigarettes | ✓ Pet scratches, bites or chews (not as a result of a build-up) |

With the **PLATINUM Protection Plan**, in addition to all the benefits of the PLUS Protection Plan, we'll also cover the recliners on your fabric or leather motion furniture.*

PLATINUM Protection Plan covers you against:

Recliner mechanism faults examples include*...

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

**This plan covers for motion furniture failure, following the expiry of your manufacturer's guarantee. It is ONLY available when purchased in conjunction with a Guardsman 3 or 5 year protection plan.*

We do not cover for**:

- | | |
|--|---|
| ✗ General cleaning or inappropriate use or products such as baby wipes or cleaning wipes | ✗ Faults which are covered by the manufacturer's own warranty |
| ✗ Odours | ✗ Structural faults including broken frames, slats, legs and mechanisms, fraying of upholstery and stitching, broken zips, loss of buttons, or separation of coats or layers of pigment, veneer or finishes |
| ✗ Colour change | ✗ Damage to the mattress if a Guardsman approved mattress protector is not in use (Bed Plans) |
| ✗ Damage caused by perspiration | ✗ Damage or staining to the mattress protector (Bed Plans) |
| ✗ Cracking to leather upholstery | |
| ✗ Wear and tear such as an accumulation of multiple stains / damages to multiple areas | |
| ✗ Animal damage that has been allowed to accumulate | |

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

Expert repair service to keep your furniture protected

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



A Furniture Protection Plan covers life's little accidents, such as food or drink spills and accidental damage. 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. You can make a claim by going online (guardsman.co.uk) or by calling 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 a replacement item if the parts are not available.



Claim for as many incidents as you need over 3 or 5 years (depending on the plan you choose). 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 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 CareCo summary terms and conditions 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 documents.

It is an important document which sets out the reasons why this 3 or 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 3 or 5 years.

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