

# Furniture Protection Plan Insurance

## Insurance Product Information Document

**Company:** Fortegra Europe Insurance Company SE

**Intermediary:** Guardsman Industries Ltd

**Product:** Furniture Protection Plan

This Protection Plan is administered by Guardsman Industries Ltd, an Intermediary whose registered office is at Corporation Service Company (UK) Limited, 5 Churchill Place, 10<sup>th</sup> Floor, London E14 5HU. Guardsman is authorised and regulated by the Financial Conduct Authority under registration number 311766.

This product is underwritten by Fortegra Europe Insurance Company SE UK Branch, a branch of Fortegra Europe Insurance Company SE (Malta Company Registration Number C 84703; UK Branch registration number BR021916) who is authorised and regulated by the Malta Financial Services Authority.

Together with its UK Branch, Fortegra Europe Insurance Company SE is authorised by the Prudential Regulation Authority, is subject to regulation by the Financial Conduct Authority under registration number 805770 and limited regulation by the Prudential Regulation Authority. Details about the extent of the underwriter's regulation by the Prudential Regulation Authority are available from the underwriter on request.

This is a summary of the key information. Full information on this product, including the complaints procedure, how to make a claim and information about the underwriter and the Financial Services Compensation Scheme (UK), can be found in the information leaflet and in the terms and conditions.

### What is this type of insurance?

This is a Furniture Protection Plan which provides cover for individual incidents of accidental staining and accidental damage for 5 years from the date you receive the furniture. In respect of the motion coverage, this will commence from the end of the manufacturer's guarantee. Please use the information below to establish if this policy is right for you. If you have existing policies elsewhere that give the same or similar cover, you will need to consider whether you may be paying for duplicate cover.



#### What is insured?

Valid claims of damage as detailed below will be settled by cleaning or repairing the damaged product. If it cannot be repaired, we will replace the damaged part/item, or offer a cash settlement up to the cost of the repair or replacement subject to the terms and conditions.

#### A single incident of accidental staining from any substance including but not limited to:

- ✓ Food and drinks
- ✓ Human and animal bodily fluids
- ✓ Ink
- ✓ Unidentifiable stains
- ✓ Make-up
- ✓ Dye Transfer

#### A single incident of accidental damage such as:

- ✓ Tears and rips
- ✓ Scuffs, scratches and chips
- ✓ Burns
- ✓ Pet scratches, bites or chews
- ✓ Broken glass (dining and cabinet policies)

#### Motion coverage faults (can only be purchased with an upholstery plan):

- ✓ Mechanism failure (including headrest), breakage or bending
- ✓ Failure of electrical components
- ✓ Breakages or cuts to the wires
- ✓ Breakage, jamming or failure of handles, switches or pistons

Please refer to the policy terms and conditions for specific limitations regarding coverage.

All plans are subject to a limit of indemnity which is the price you originally paid for your furniture (less any discounts applied) or £15,000 (£25,000 for beds), whichever is the lowest.

Whilst there are no limitations on the number of claims you can make subject to the indemnity value on your plan, each claim will reduce any potential future settlement option. We will not be able to accept any further claims once the indemnity level has been exhausted.



#### What is not insured?

- ✗ Frame damage, softening of interiors
- ✗ General cleaning or gradual accumulation of damage or staining
- ✗ Wear and tear
- ✗ Damage caused by perspiration or any colour change
- ✗ The mattress, if a Guardsman approved mattress protector is not in use
- ✗ Power surges causing damage to the electrics
- ✗ Animal damage that has been allowed to accumulate
- ✗ Animal damage to the internal components of the furniture
- ✗ Scratches to metal bed frames
- ✗ Damage caused deliberately by you or any responsible person

Please refer to the policy terms and conditions for specific limitations regarding coverage.



#### Are there any restrictions on cover?

- ! Cover applies only if the item is kept in a private residence in the UK and does NOT apply to use in any property or room which you rent out or any commercial property.
- ! Cover does NOT apply to items kept in a caravan or on a boat or any building not physically attached to the main residence.
- ! Cover does NOT apply for damage that occurs naturally due to normal use and ageing or for your product becoming gradually dirty and out of condition over time.
- ! If purchasing a bed plan, cover only applies if the mattress has been used with the Guardsman approved mattress protector purchased or included, with the Bed Protection Plan.
- ! For pet damage, where there is damage is to internal elements, we may request that you pay for additional parts to allow us to complete a full repair or pay the cash equivalent.



## Where am I covered?

- ✓ You are covered for a private residence in the UK (excluding Channel Islands and Isle of Man).



## What are my obligations?

- You must pay the required premium.
- You must follow the terms and conditions of this plan.
- You must use and care for your furniture in line with the manufacturer's / retailer's guidelines.
- You must make any claim as soon as possible, and always within 28 days of the event giving rise to a claim.
- If purchasing a bed plan, and have purchased or been provided with a Guardsman approved mattress protector to use on your bed, this must be in use at the time of the event giving rise to a claim.



## When and how do I pay?

You pay at the same time and in the same way as you purchase your furniture. You can also add Guardsman Furniture Protection to your order at any time before receipt of your furniture by contacting your retailer.



## When does the cover start and end?

Accidental staining and accidental damage cover starts on the date you receive your furniture. Motion coverage starts from the end of the manufacturer's guarantee. In all cases, cover ends 5 years after the date you receive your furniture, the date we replace your furniture, you have exhausted your indemnity or your plan has been cancelled.



## How do I cancel the contract?

There is a 30 days cooling-off period from the date you receive your furniture, during which you may cancel your policy at any time and receive a full refund if you have not made a claim. The only exception to this is if your furniture has been treated with a stain protector as part of the plan. In this case, you will be entitled to a refund of only 75% of the premium you have paid.

If you want to cancel your policy prior to delivery or within 30 days of receiving your furniture, please contact your retailer.

If you want to cancel your policy after 30 days from the date you receive your furniture, you will be entitled to a refund of a proportion of the premium you have paid. It will be based on the number of complete months of the plan remaining from the date you ask us to cancel it. You will also have to pay a £10 administration fee which we will take from your refund.

If you want to cancel your policy please email [policy.admin@guardsman.co.uk](mailto:policy.admin@guardsman.co.uk), or call 01235 444747, or write to the Policy Administration Department, Guardsman, 152 Brook Drive, Abingdon, Oxfordshire, OX14 4SD.