

FISHPOOLS

The south east's largest quality furniture store



5 Year Furniture Care Package

Accidents happen,
but relax, 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⁺



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!

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



What are you covered for?

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

Fabric Plus and Leather Plus covers you against:

Singular incidents of accidental stains examples include ...

- ✓ **Drinks** such as red wine or coffee
- ✓ **Food** such as curry or pizza
- ✓ **Human and 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

Singular incidents of accidental damage examples include ...

- ✓ **Tears and rips** caused by keys or belt buckles
- ✓ **Burns** caused by cigarettes
- ✓ **Thread pulls to fabric upholstery**
- ✓ **Scuffs and scratches to the covering leather**
- ✓ **Pet scratches** (not as a result of a build-up)

We do not cover for*:

- ✗ **General cleaning**
- ✗ **Wear and tear** such as an accumulation of multiple stains / damage to multiple areas
- ✗ **Structural damage** including textural changes, seam or stitching separation, fraying of upholstery, broken zips, loss of buttons, separation of coats or layers of pigment, veneer or finishes, softening of interiors
- ✗ **Cracking to leather upholstery**



What are you covered for?

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

Cabinet Plus Protection Plan covers you against:

Singular incidents of accidental stains examples include ...

- ✓ **Food & drinks** such as curry, pizza, red wine or coffee
- ✓ **Human and animal bodily fluids** such as blood or vomit
- ✓ **Ink** such as ballpoint pen, felt tip or permanent marker
- ✓ **Ring marks**
- ✓ **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
- ✓ **Wax** such as hair, candle or polish
- ✓ **Adhesives and glues**
- ✓ **Bleaches and other household cleaning products**
- ✓ **Acidic liquids** such as vinegar or lemon juice

Singular incidents of accidental damage examples include...

- ✓ **Rips to chair upholstery** caused by keys or metal buttons
- ✓ **Scratches or chips**
- ✓ **Burns** caused by cigarettes
- ✓ **Pet scratches** (not as a result of a build-up)
- ✓ **Broken glass** caused by dropped items

We do not cover for*:

- ✗ **Animal chewing**
- ✗ **Damage caused by perspiration**
- ✗ **Colour change**
- ✗ **Odours**
- ✗ **The mattress** (this is covered under a separate plan)
- ✗ **Faults covered by the manufacturer's own warranty**



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. To make a claim, simply visit our website (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 a replacement item if parts are not available.



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, 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 Fishpools Protection Plan at any time.

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



They are important documents which set 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



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.

Visit www.safeclean.co.uk to find your local technician and obtain a free quotation.

Safeclean[®]
BY  **GUARDSMAN**