

HSL Care+

Care Package by Guardsman

Feel good furniture

HSL
EST. 1968

Dear Customer,

As you have purchased a Guardsman Furniture Insurance Plan to protect against accidents to your new furniture (please read your Terms and Conditions for full coverage) we are delighted to provide a new FREE additional Care+ service benefit to HSL customers.

Should your furniture suffer from severe build-up of staining or soiling to a specific area, such as the head rest or arm rest, unrelated to an accident, then we will arrange for one of our cleaning technicians to attend to perform a clean on the specific area.

Should your furniture suffer from stitching coming undone or leather cracking/peeling, unrelated to an accident, then we will arrange for one of our repair technicians to attend.

Care+ is subject to a fair usage policy, it is designed to provide access to Guardsman's skilled technicians to make a "reasonable endeavour" clean to the area of severe build-up or repair to area of damage.

This service is provided solely at our discretion and any action undertaken is outside of the Furniture Protection Plan.

If you need to make a request for our service on this Care Plan, please contact us using the following options

1. Telephone 0345 120 3237
2. Email: hslcareandservice@guardsman.co.uk

We hope you enjoy your new HSL furniture.

Guardsman Customer Care team



GUARDSMAN
AN AMYNIA COMPANY
FURNITURE PROFESSIONALS

More information



SCAN ME

You can view the full terms of the Care+ plan by :

Opening 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 further information including details on how to request our service.



What's included in this Care Plan

Included in this plan

- ✓ **Specific soiling to headrests or armrests**
e.g. from excessive perspiration or build-up from head/hand oils
- ✓ **Odours** which have been left as a result of an accidental stain
- ✓ **Coverings** e.g. leather peeling/cracking and stitching coming undone*

Not included...

- ✗ General cleaning
- ✗ Accidental damage**
- ✗ Faults which are covered by the manufacturer's 1st year warranty*

* From Year 2 onwards. Faults in the 1st year are covered by the manufacturer's own warranty and should be referred to your retailer.

** Please refer to your Furniture Protection Plan documentation for accidental damage coverage

To request our service on this care plan call

0345 120 3237

or email hslcareandservice@guardsman.co.uk

Please note:

Please note this is not a cleaning service. Should your furniture require a general clean this can be arranged through Safeclean by Guardsman for a charge. Please contact Safeclean on 0800 585 693 or email info@safeclean.co.uk for a free no obligation quotation.

The number and email address above are only for this Care+ plan, calls regarding claims for accidental damage on your furniture protection plan need to be made using the telephone number on your protection plan certificate.

Fair usage is designed to ensure all customers can enjoy the benefit of the service, without undue delay. If we experience high repeat requests, it can impact our ability to fairly support other customer requests. Therefore, where requests are considered excessive, we reserve the right to decline service.