

# Guardsman Carpet Claim Form

Please complete the form in **BLACK INK** and **BLOCK CAPITALS** • Please DO NOT staple documents together

## SECTION 1: POLICYHOLDER

Name of Policyholder: \_\_\_\_\_

Address/location of furniture: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

### INSTRUCTIONS:

1. Answer all questions fully
2. Enclose a copy of your sales invoice if available (not original)
3. Failure to comply with the above may delay your claim

Please provide at least one contact number where you can be reached Monday to Friday, between 9am-5pm

Preferred number: \_\_\_\_\_

Alternative number: \_\_\_\_\_

If necessary, are you happy for us to provide your mobile number to a third party to receive delivery updates by text?

Yes

No

**Providing an email address will enable us to process your claim more quickly and send you updates about your claim:**

Email address: \_\_\_\_\_

## SECTION 2: FURNITURE AND INCIDENT DETAILS

Certificate/Customer Reference No.: \_\_\_\_\_

Delivery date of furniture: \_\_\_\_\_

Retailer name: \_\_\_\_\_

**We are committed to combating fraud. Any person who knowingly presents a false claim is committing a criminal offence. If a claim is found to be exaggerated, misrepresented or fraudulent, the claim will be considered invalid and the policy may be voided with no refund of premium.**

**For all incidences of damage please complete the following sections accurately. Failure to complete them fully may delay your claim.**

	Incident One	Incident Two
<b>What is the damage?</b> e.g. Coffee stain		
<b>Where is the damage?/ What does it cover?</b> e.g. Middle of living room carpet, approx 1m wide		
<b>When did this happen/ when did you notice it?</b> e.g. 30th June 2019		
<b>How did it happen?</b> e.g. I tripped whilst carrying a mug of coffee		
<b>Who caused it?</b> e.g. Myself		
<b>Any additional information:</b>		

### SECTION 3: CLAIM DETAILS

Please indicate the room the carpet is in that you are claiming on: Lounge  Dining room  Bedroom  Stairs  Other:

Is your furniture within a business or domestic property? Domestic  Business  Both domestic and business

Has the damage been repaired previously and if yes, by whom? \_\_\_\_\_

### SECTION 4: LOCATION AND EXTENT OF THE PROBLEM

In the box below, please indicate the extent of the damage caused to your carpet: e.g. is it in the middle or outside of the room? Is it large or small?

### SECTION 5: DATA PROTECTION - only the policy holder can give us permission to talk to another person

Except as authorised in the declaration below, Guardsman Industries will not discuss your claim form or policy details with anyone else without your permission. This includes your spouse, any other relative, friend or legal advisor. If you want to give us permission to talk to any other person, please state up to 2 names and their relationship to you below. This authorisation will enable the person(s) listed to act on your behalf for the duration of the claim.

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

If necessary, are you happy for us to discuss your claim with your furniture retailer? Yes  No

### SECTION 6: DECLARATION

Before sending the claim form to Guardsman, please ensure that you have done the following:

- I enclose a **legible copy** of my sales invoice showing the furniture & the purchase of my Guardsman Protection Plan
- The form has been **fully completed** and **signed by the policyholder** (failure to comply will result in a delay in processing your claim).
- Photographs of the damage are included (photos of the damage can help to speed up your claim, please send them to: [newclaims@guardsman.co.uk](mailto:newclaims@guardsman.co.uk). Photos to include: the whole item, the damaged section and a close up of the damage).

**Please note we are unable to return any of the original documents.**

I authorise the Company and any of its representatives to discuss, make enquiries, obtain or provide information they consider relevant from any third party, to resolve my claim.

I declare the information I provide on this claim form is a true and accurate reflection of the extent and cause of the damage.

I understand that my policy will become void if any fraudulent or misrepresented claim is made.

I also understand that should an appointment be agreed by myself or my representative and not kept or cancelled without having provided 24 hours notice then a call-out charge will be levied.

Policyholder signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Your claim cannot be processed if not signed by the policyholder**

Please return the completed form, signed by the policyholder, with a copy of your sales invoice to: [newclaims@guardsman.co.uk](mailto:newclaims@guardsman.co.uk)  
Alternatively, you can post your form to: Claims Department, Guardsman Industries Ltd, 152 Brook Drive, Milton Park, Abingdon, Oxfordshire, OX14 4SD

Please ensure that the correct postage is paid, we are unable to receive claim forms where postage has been underpaid

**We take data protection very seriously. To read our full privacy policy visit [www.guardsman.co.uk](http://www.guardsman.co.uk)**