

Furniture Protection Plan Insurance

Insurance Product Information Document

Company: Acasta European Insurance Company Limited

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, 10th Floor, London E14 5HU. Guardsman is authorised and regulated by the Financial Conduct Authority under registration number 311766.

This product is underwritten by Acasta European Insurance Company Limited, Unit 1, 124 Irish Town, Gibraltar, GX11 1AA (registered no. 96218), which is authorised and regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority and Prudential Regulations Authority for the conduct of UK business. Details about the extent of our 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 interior, exterior and 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 (not as a result of a build-up)

A single incident of accidental damage such as:

- ✓ Tears and rips
- ✓ Scuffs, scratches and chips
- ✓ Burns
- ✓ Unforeseen incidents of pet scratches, bites or chews
- ✓ Any breakage as a result of a one off incident

Interior Coverage (from manufacturer expiry)

- ✓ Excessive loss of resilience to foam seat cushions
- ✓ Frames and springs

Exterior Coverage (from manufacturer expiry):

- ✓ Broken zips or buttons
- ✓ Broken or breaking stitching
- ✓ Seams splitting

OPTIONAL EXTRAS (if purchased)

Motion coverage (from manufacturer expiry)

- ✓ Mechanism failure, breakage or bending
- ✓ Failure of electrical components
- ✓ Breakages or cuts to the wires
- ✓ Switches and piston breakage, jamming or failure

Technology coverage (from manufacturer expiry)

- ✓ USBs and cupholders
- ✓ Any type of charger including hidden charging mats
- ✓ Heated or cooling seats
- ✓ Heating or cooling appliances
- ✓ Fridges in the arms of the furniture
- ✓ Speakers

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 £25,000, 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 (unless covered with 'interior', 'exterior' or 'motion' coverage)
- ✗ 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
- ✗ Any staining to a sofa bed mattress
- ✗ Power surges causing damage to the electrics
- ✗ Loss of buttons
- ✗ Animal damage that has been allowed to accumulate
- ✗ Scratches to metal bed frames
- ✗ Damage caused deliberately by you or any responsible person
- ✗ Stains caused when decorating
- ✗ Food stains that have been allowed to build up over a period of time
- ✗ Faults that are covered by the manufacturer's warranty

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 or premises which you rent out or any commercial property.
- ! Cover does NOT apply to items kept in a mobile 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. Interior, exterior, technology and 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.

If you have made a claim under this policy, regardless of the outcome, you will not be entitled to a refund of your premium.

Any policy cancellations are subject to a cancellation fee of £20 which will be deducted from your refund. If the furniture has been treated with a stain protector as part of the policy, we will take a further £10 from any refund.

Cancellations will not be backdated.

If you want to cancel your policy please email policy.admin@guardsman.co.uk, or call 01235 444747, or write to the Policy Administration Department, Guardsman, Innovation Centre, 99 Park Drive, Abingdon, Oxfordshire, OX14 4RY.