

# Sofacare

Your **5 year** package



Enjoy your furniture  
with complete peace of mind

dfs 

# YOUR **5 YEAR** CARE PACKAGE

It protects you against life's little accidents, with a one-off payment and no excess to pay or annual renewal costs.

## The Sofacare package includes:

- A multi-point Sofacheck by an **experienced furniture technician** after 30 months of use, to **deliver peace of mind** that your furniture remains in a good condition throughout the 5 year plan you have purchased. It will include a home visit where the technician will carry out an inspection and offer advice on how to care for and maintain your furniture
- A 5 year accidental damage insurance policy to protect against stains and spills, as well as extending the manufacturer's warranty for years 3 to 5
- If you have an accident you **simply claim on the insurance policy** by visiting the Guardsman website at [guardsman.co.uk](https://guardsman.co.uk) and go to the Make a Claim section. A network of repair technicians and cleaning specialists will **always try to repair the damage** if that is possible
- If the technician can't complete a repair or remove a difficult stain, Guardsman will replace either the part or the individual item of furniture. If your original model is unavailable, you will be asked to choose something similar
- If the fabric you choose is suitable, we will also apply a **special fabric protection treatment**, which helps to repel spills that could otherwise lead to stains. Your sales advisor will inform you if this can be applied



## GUARD AGAINST ACCIDENTS

The **Sofacare insurance policy** is administered by Guardsman.

The policyholder is the customer named on the order. If at any point you need to change the policyholder, Guardsman may charge you an administration fee to do this.

The insurance policy meets the demands and needs of those who are eligible and wish to protect their DFS furniture against accidental stains and damage for 5 years.

### Restrictions on cover

The policy can only be applied to the order if the furniture is kept within a private residence within the UK.

The policy cannot be applied to an order if the furniture is to be used in a business premises or in any room that you rent out.

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.

# WHAT'S COVERED WITH THE INSURANCE POLICY

The insurance policy included with your Sofacare package will cover you for individual incidents of accidental staining or accidental damage for 5 years from the date of delivery of the furniture. Interior, exterior, motion and electronic/audiovisual coverage begins from the expiry of the manufacturer's guarantee (2 years from the date of delivery).

## THE POLICY INCLUDES:

### STAINING

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- ✓ Food and drinks
- ✓ Human and animal bodily fluids
- ✓ Ink
- ✓ Unidentifiable stains
- ✓ Dye transfer (not as a result of build-up)

### DAMAGE

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- ✓ Tears and rips
- ✓ Scuffs, scratches and chips
- ✓ Burns
- ✓ Any breakage resulting from a one-off incident
- ✓ Pet scratches, chews or bites (not as a result of build-up)

*The policy also includes the following once the manufacturer/installer's 2 year guarantee has expired.*

### EXTERIORS

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- ✓ Broken zips
- ✓ Broken or breaking of stitching
- ✓ Seams splitting
- ✓ Broken buttons
- ✓ Peeling or cracking of leather
- ✓ Separation of synthetic fabric layers

### INTERIORS

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- ✓ Foam – excessive loss of resilience of interior foam
- ✓ Fibre – excessive softening and decompressing of fibre

### MOTION AND ELECTRONICS

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- ✓ Any damage or faults to electronic and audio-visual equipment that is attached to or form part of your furniture, including hand-held wireless devices and USB ports

## SOME DAMAGE ISN'T INCLUDED IN THE POLICY

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- ✗ Structural damage
- ✗ General wear and tear of the item
- ✗ Stain or damage which has been allowed to accumulate or worsen

*Further details can be found in the terms and conditions*

**If your furniture is accidentally damaged, visit [guardsman.co.uk](https://www.guardsman.co.uk)**

and go to the Make a Claim section, or **alternatively** telephone Guardsman on **0345 266 0626**.

### Terms and Conditions

Further details on the policy can be found in the policy terms and conditions which you will be provided with when you purchase the policy. These will detail all policy limitations and your rights.

# YOUR **MULTI-POINT** SOFACHECK

Your Sofacare package entitles you to one multi-point Sofacheck, midway through the term of your Sofacare package, to provide peace of mind that your furniture is performing as it should.

## WHAT DOES THE SOFACHECK INCLUDE?

This multi-point Sofacheck is designed to ensure your furniture is performing as expected, so the technician will check the following points and areas:

- Frame, springs and feet
- Cushion interiors
- Seam inspection
- Colour loss from general soiling
- Buttons/switches/transformers/wiring check
- Structural frame/mechanism failure

*This is not an exhaustive list. Scan the QR code to find out more about what is included in our multi-point Sofacheck or visit our website at [guardsman.co.uk/DFS](https://guardsman.co.uk/DFS)*

## HOW DO I BOOK THE MULTI-POINT SOFACHECK?

You can book an appointment when your furniture is 30-42 months old, which is calculated from the date the furniture is delivered. Scan the QR code below or visit [guardsman.co.uk](https://guardsman.co.uk) to find out how to arrange your Sofacheck appointment.

**The Sofacare package only entitles you to one Sofacheck visit.**



## WHAT DOESN'T THE SOFACHECK INCLUDE?

- Repairs (*including accidental stains and accidental damage*) – these single unforeseen incidents are covered under the separate Sofacare Insurance Policy which is included in your package
- General cleaning and maintenance – the general cleaning, care and maintenance of your furniture is your responsibility. However, our technician will advise you on general care and maintenance tips for your sofa. All customers are expected to perform general maintenance to help keep their sofa looking good and prolong the life of the furniture

