

# 5 Year Furniture Care Package

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**sterling**  
HOME



**GUARDSMAN**  
AN AMYNTA COMPANY  
FURNITURE PROFESSIONALS

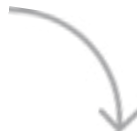
# A complete furniture care package to help you really enjoy your furniture

Guardsman Care Package = Protection Plan + Specialist Care Kit<sup>+</sup>



## 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 or Mattress Protector

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!



<sup>+</sup>A protection plan can only be sold as part of a care package, including a specialist care kit. Additional care kits can be purchased separately.



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.

We recommend Safeclean for general cleaning. Visit [www.safeclean.co.uk](http://www.safeclean.co.uk) to find your local technician and obtain a free quotation.

**Safeclean**  
by GUARDSMAN

# What are you covered for?

The sofa and chair insurance policy will cover you for individual incidents of accidental staining or accidental damage for 5 years from the date of delivery of the furniture and structural faults following the manufacturer expiry..

| STAINING                                       | DAMAGE                                              |
|------------------------------------------------|-----------------------------------------------------|
| ✓ Food and drinks                              | ✓ Tears and rips                                    |
| ✓ Human and animal bodily fluids               | ✓ Scuffs, scratches and chips                       |
| ✓ Ink                                          | ✓ Burns                                             |
| ✓ Unidentifiable stains                        | ✓ Any breakage resulting from a one off incident    |
| ✓ Dye transfer (not as a result of a build-up) | ✓ Unforeseen incidents of bites and chews from pets |

## STRUCTURAL FAULTS\* following the expiry of the manufacturer's guarantee

| EXTERIORS                         | INTERIORS                                            |
|-----------------------------------|------------------------------------------------------|
| ✓ Broken zips                     | ✓ Excessive loss of resilience to foam seat cushions |
| ✓ Broken or breaking of stitching | ✓ Frames                                             |
| ✓ Seams splitting                 | ✓ Springs                                            |
| ✓ Broken buttons                  |                                                      |

## OPTIONAL EXTRAS\* following the expiry of the manufacturer's guarantee

| MECHANISMS COVER                                                                                             | TECHNOLOGY COVER                                                                                                               |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| If you are purchasing motion furniture, you can also purchase an additional mechanisms cover which includes: | If you are purchasing furniture with technology features, you can also purchase an additional technology cover which includes: |
| ✓ Breaking or bending of the recliner or headrest mechanisms                                                 | ✓ USB failure in intended use                                                                                                  |
| ✓ Failure of the recliner motor                                                                              | ✓ Any type of charger including hidden charging mats                                                                           |
| ✓ Cabling and transformer issues                                                                             | ✓ Heated or cooling seats                                                                                                      |
| ✓ Handle or switch failure                                                                                   | ✓ Cup holders                                                                                                                  |
| ✓ Swivel mechanism                                                                                           | ✓ Heating or cooling appliances                                                                                                |
| ✓ Sofa bed mechaism                                                                                          | ✓ Fridges in the arms of the furniture                                                                                         |
|                                                                                                              | ✓ Speakers                                                                                                                     |

\*These options cover for failure following the manufacturer's guarantee. They are ONLY available when purchased in conjunction with a Guardsman 5 year sofa and chair plan.

Interior, exterior, mechanisms and technology plans coverage begins from the expiry of the manufacturer's guarantee.

## A PROTECTION PLAN WILL NOT COVER\*:

- ✗ General wear and tear of the item
- ✗ Stain or damage which has been allowed to accumulate or worsen
- ✗ Faults which are covered by the manufacturer's warranty
- ✗ Damage caused by perspiration

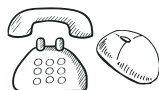
\*This is not an exhaustive list, refer to the full terms & conditions for the complete list. Faults covered by the manufacturer's warranty should be referred to your retailer.

# Expert repair service to keep your furniture protected

If we can't fix it, we won't let you down!



The Furniture Protection Plan covers life's little accidents, such as food or drink spills and accidental damage to your furniture. Interior, exterior, motion and electronic audio/visual coverage begins from the expiry of the manufacturers guarantee. 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](http://guardsman.co.uk)) or call our Customer Support Advisors on: 01235 448820.



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 £25,000, whichever is the lowest. Your limit of indemnity will reduce after each claim.

## The legal bit



[You can view the current terms and conditions for this Sterling Furniture Protection Plan at any time.](#)

Simply open 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 the relevant documents. Alternatively visit <https://guardsman.co.uk/sterling-home-useful-documents-page/>

They are important documents which set out the reasons why this 5 year Furniture Protection Plan is considered 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.