

If your furniture is
accidentally damaged,
visit guardsman.co.uk and
go to the **Make a Claim**
section, or alternatively
telephone Guardsman on:
0345 266 0626

Any questions?

Ask a member of our
team if you have any
questions about the
sofacare plan

Restrictions on cover

The policy can only be applied to the order if the furniture is kept in 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.

Interior, exterior and motion coverage begins from the expiry of the manufacturer's guarantee (2 years from the date of delivery).

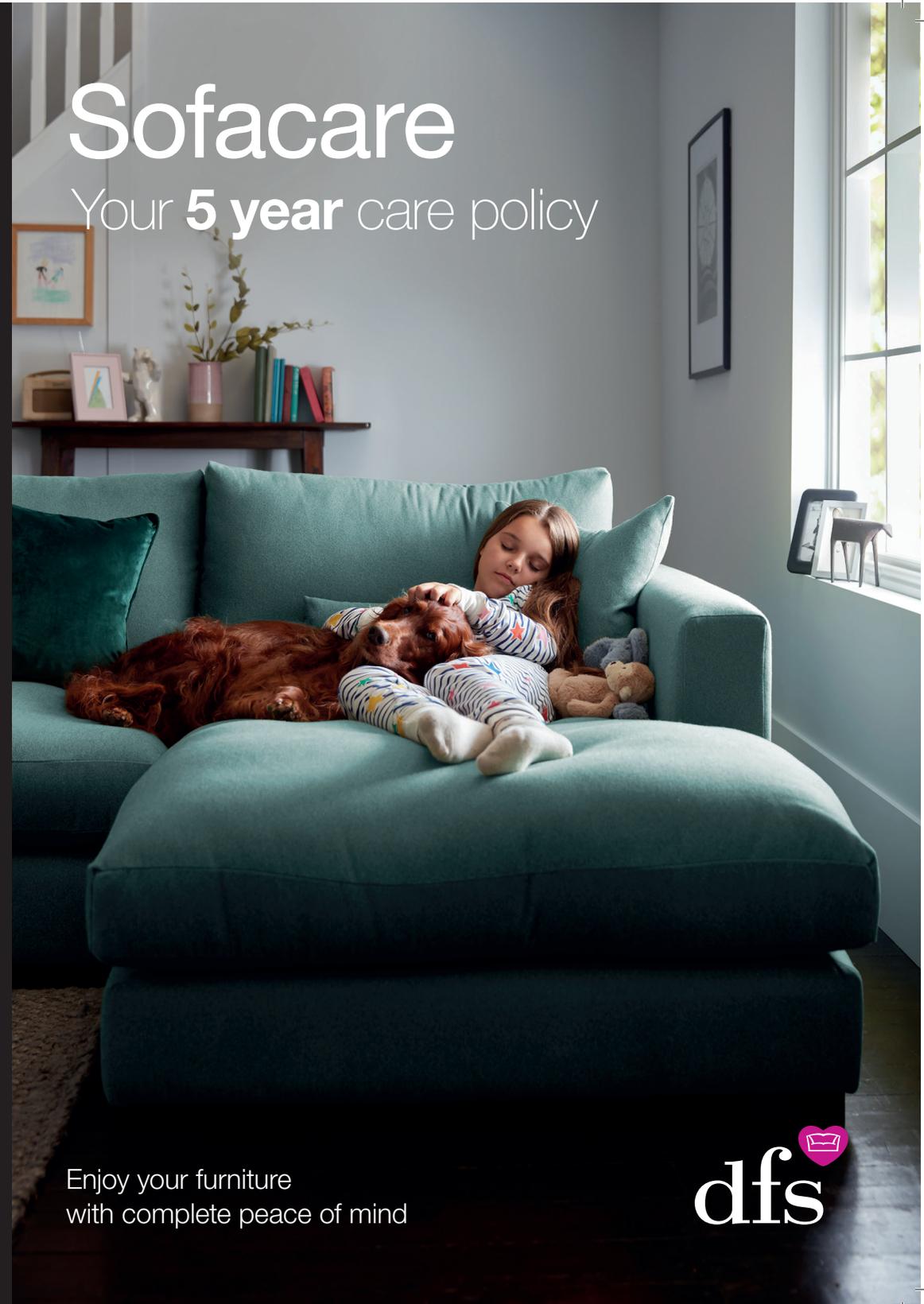
Terms and Conditions

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.



Sofacare

Your **5 year** care policy



Enjoy your furniture
with complete peace of mind



Your **5 year** care plan

It covers life's little accidents, such as food or drink spills and accidental damage.

If you have an accident, you **simply claim on your plan** by visiting the Guardsman website at guardsman.co.uk and go to the Make a Claim section.

There are no excesses to pay or annual renewal costs.

Our aim is to **keep your furniture looking good** so you can carry on enjoying it.

A network of expert repair technicians and cleaning specialists **always try to repair the damage** if that's possible.

If a repair isn't possible, Guardsman source **new parts** for you, or if they are not available, a **replacement item**.



Enjoy your furniture with complete peace of mind

What's covered with **sofacare?**

Your sofacare policy 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 and motion cover commences on expiry of the 2 year manufacturer's guarantee.

The policy includes:

Staining

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

Damage

- ✓ 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.

Interiors

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

Exteriors

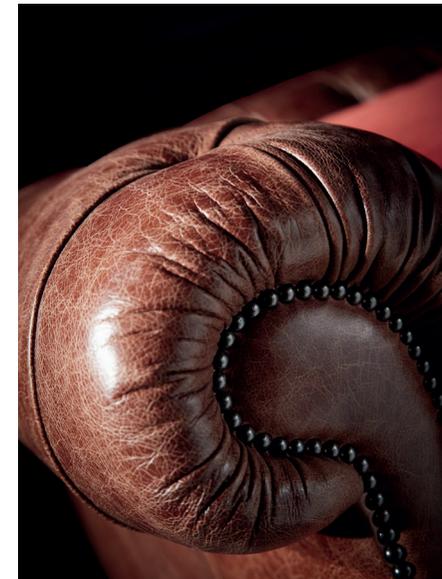
- ✓ Broken zips
- ✓ Broken or breaking of stitching
- ✓ Seams splitting
- ✓ Broken buttons
- ✓ Peeling or cracking of leather
- ✓ Separation of synthetic fabric layers

Recliners/motion furniture

- ✓ Mechanism failure (including headrest)
- ✓ Electrical failure of control box, transformers or motors
- ✓ Wire breakages and cuts
- ✓ Breakage, jamming or failure of handle or switches

Some damage isn't included in the policy

- ✗ 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



Guard against accidents

Your **sofacare** policy is administered by Guardsman.

When **accidents happen**, Guardsman has a UK wide team of **trained furniture experts** ready to repair damage and remove stains.

Claim for as many accidents as you need over 5 years. **There is no excess** and 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 £15,000, whichever is the lowest.

If the expert technician can't complete a repair or remove a difficult stain, **Guardsman replace** either the part or the individual item of furniture. If your original model is unavailable, you will be asked to choose something similar.

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.

This sofacare product 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.