

# FURNITURE PROTECTION

Looking after your investment

**5**  
years  
peace of  
mind

# EASycARE FURNITURE KITS

## SPECIALLY FORMULATED FOR YOUR FURNITURE

Staingard's high performance range of furniture care products lead the way in the furniture industry by offering specifically formulated solutions, creams and cleaning cloths which are perfect for protecting, cleaning, stain removal and surface cleaning or polishing.

Each kit contains multiple products which allow you to clean and protect your furniture on a regular basis, so it always looks its best.

## KEEP IT CLEAN AND PRISTINE

Easy to use, with innovative storage boxes, and simple instructions, Staingard care kits - whether for Fabric Cleaning, Leather Master Care or Cabinet Care - each provide special cleansers which help you to maintain the beauty, cleanliness and protection of your furniture week after week.

It's the ideal way to keep your furniture looking as good as new.



Glasswells' Staingard Plus is a comprehensive protection scheme comprising the best furniture care products and a 5 year cover programme protecting you against accidental damage, staining and structural defects. Peace of mind is provided immediately after your furniture is delivered.

### UNFORTUNATELY ACCIDENTS HAPPEN...

Having selected the perfect furniture for your home, you'll want to keep it looking like new for as long as possible. But accidents can happen to anyone, at anytime, and that's why Glasswells recommends Staingard Plus.

### TAKING CARE OF YOUR FURNITURE FOR 5 YEARS

Fabric upholstery, leather upholstery, chairs and recliners, beds, mattresses, bedroom, dining and occasional furniture, carpets and rugs, can all be covered. It leaves you safe in the knowledge that should an accident occur, Staingard Plus will put it right for you.



# GETTING HELP COULDN'T BE EASIER

You can call the Claim Line any time, day or night, and receive all the assistance you need. If you can't remedy the problem yourself using one of Staingard's products, one of the nation-wide team of professional repair technicians will visit your home and resolve it for you.

And if that doesn't solve it, there's no need to worry as Staingard will replace the damaged or stained part of your furniture.

## WHY CHOOSE STAINGARD PLUS?

Glasswells Staingard Plus offers the ultimate protection programme for your new furnishings including:

- ✓ 5 years protection against accidental damage, staining & structural defects
- ✓ Access to a dedicated telephone Claim Line open 24 hours a day
- ✓ Replacements provided at the original value
- ✓ Access to a nation-wide network of professional technicians
- ✓ No excess charge

## WHAT IS COVERED BY STAINGARD PLUS?

From the minute your new furnishings are delivered you are covered for the following:

### STAINS

- ✓ Acids
  - ✓ Corrosives
  - ✓ Human & Animal bodily fluids
  - ✓ Cosmetics
  - ✓ Paints
  - ✓ Bleaches
  - ✓ Shoe Polish
  - ✓ Superglue
  - ✓ All food stuff & drink
  - ✓ Ink
  - ✓ Coffee
  - ✓ Ketchup
  - ✓ Caustics
  - ✓ Cola
- ✓ Dyes and dye transfer from newspaper print or clothing, including Denim

(Staining must result from a sudden and unforeseen event. This policy does not provide cover for an accumulation or build up over a period of time)



# ADDITIONAL INFORMATION

## ACCIDENTAL DAMAGE

- ✓ Rips
- ✓ Burns
- ✓ Scuffs
- ✓ Ink
- ✓ Pet damage - limited to 3 claims per period of insurance
- ✓ Scratches
- ✓ Breakage, dents or chips
- ✓ Punctures
- ✓ Water, liquid or heat marks

(Accidental damage must result from a sudden and unforeseen event. This policy does not provide cover for an accumulation or build up over a period of time)

## STRUCTURAL DAMAGE

- ✓ Frame warpage and breakage
- ✓ Peeling of veneered or laminate finishes
- ✓ Lifting or peeling of the hide on leather furniture
- ✓ Broken zips, castors, and buttons
- ✓ Bending and breakage of metal components
- ✓ Failure of recliner mechanisms including electrical motors and associated electric components

(Cover for structural defects is for failure of the product through normal use and operation. Damage caused through misuse, however unintentional, is not covered by this policy)

## EXCLUSIONS

Staingard Plus does not provide cover for the following

- × Commercial use
- × Deliberate damage
- × Abuse or neglect
- × Removal of odours
- × Wear and tear
- × Natural characteristics of leather
- × Fading of fabric and materials
- × Accumulated multiple stains

This leaflet details different cover options available from your retailer. Your salesperson will be able to advise what levels of cover are available. Please refer to your insurance certificate to confirm the level of cover purchased.





## ABOUT YOUR CARE PLAN

Your Care Plan begins on the date your furniture is delivered and subject to the terms and conditions will continue for 5 years. Your Care Plan has been arranged by Staingard Warranty Group (A trading name of Homeserve Furniture Repairs Limited). For details of your insurer, please see the Terms and Conditions on your Certificate of Insurance that will be provided to you following delivery, a copy of which can be obtained from your Sales Consultant.

Homeserve Furniture Repairs Limited will administer your care plan, and is authorised and regulated by the Financial Conduct Authority (FCA Number 502001). This can be checked on the Financial Services Register by visiting the FCA's website at [www.fca.org.uk](http://www.fca.org.uk).

## YOUR DEMANDS AND NEEDS OF THIS CARE PLAN

By purchasing this Care Plan, you confirm that you have reviewed the Insurance Product Information Document (IPID) and that it meets your Demands and Needs. You confirm you do not want to incur costs to restore your furniture in the event of an accidental stain or if it becomes accidentally damaged, that you do not wish to use your home insurance as you may incur an excess and a potential impact on premiums when renewed, and that you understand the Care Plan is not a general cleaning contract but a policy that provides cover for specific incidents.

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GLASSWELLS

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