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HAFREN

FURNISHERS EST 1965

5 YEAR
CARE PLAN

for total peace of mind

PREMIUM

furniture protection

staingard™

LEATHER
care

FABRIC
care

CABINET
care



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Summary of STAINGARD Cover

Exclusions

- X Commercial use
- X Deliberate damage
- X Abuse or neglect
- X Removal of odours
- X Wear and tear
- X Natural characteristics of leather
- X Fading of fabric and materials
- X Accumulated multiple stains
- X Anything that happens gradually including dye transfer

This is a summary only. Please refer to your certificate of cover for full terms and conditions.

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. Any Structural defects will only be covered if they occur after the first 12 months. 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.

The logo for Staingard, featuring the word "staingard" in a lowercase, sans-serif font. The "s" is red, and the rest of the letters are dark grey. A red swoosh underline starts under the "s" and curves under the "d". A small "TM" trademark symbol is located to the upper right of the "d".



BENEFITS

of furniture protection

- 5 years peace of mind
- Original value replacements
- National network of professional technicians
- No excess charges
- One call for advice and service

SUMMARY

of cover provided

Stains

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

(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.)

Accidental Damage

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

(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 Defects

- ✓ 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

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5 Year Furniture PROTECTION Care Plan

LOOKING AFTER YOUR INVESTMENT...



Having invested in your new furniture it is only natural that you will want to keep it looking like new for as long as possible. This is why Hafren Furnishers in association with Staingard offer all customers their 5 Year Care Plan.



Whether you buy a fabulous fabric sofa, a luxurious leather chair or a smart dining table, you can rest assured that by purchasing this Care Plan you are covered when an accident does spoil the appearance of your furniture. Stain removal and repairs will be taken care of at no extra cost to you.



In association with

staingardTM

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TAKING CARE

of your furniture . . .

Hafren's Ultimate 5 year Care Plan is supported by a range of care products designed to ensure that you are able to maintain your furniture in the best way possible. These care products are specially formulated and produced by Staingard and are easy to use and effective.

How do I purchase the care plan?

Your sales consultant will discuss details of how to care for your furniture whilst you are choosing your item of furniture.

This will include all you need to know about The Staingard Care Plan. Having made your choice, simply ask your sales consultant to add the Care Plan to your order and that's it!



Total PEACE OF MIND

- BEDS & BEDROOM FURNITURE
- DINING & CABINET FURNITURE
- FABRIC UPHOLSTERY
- LEATHER UPHOLSTERY
- RECLINER CHAIRS

How does the care plan work?

Simply follow the care instructions provided at the time you purchased your furniture.

However if an accident threatens to spoil the appearance of your furniture all you have to do is call our dedicated claims and advice line and we will ensure that the problem is taken care of.

What am I covered for?

On the following pages you will see a more detailed list of the things you are covered for, and what you are not covered for. Essentially this Care Plan provides cover for a comprehensive range of household accidents that result in damage or staining to your furniture.

Following the delivery of your furniture you will receive a document detailing this and also how to make a claim. It is important to recognise that you are not covered for a lack of care of your furniture or abuse, and multiple stains and damages sustained over an extended period of time are similarly not covered.

How do I make a claim?

All you need to do is call our dedicated claims and advice line on the number detailed on your policy document within 7 days of the incident occurring.

A technician will be sent to your home at a mutually convenient time and we'll take care of the problem, if we are unable to effect a satisfactory repair or stain removal we will replace the damaged item at no cost to you.