

5-year cover from Guardsman Furnituregard Ultra against...

Stains resulting from:

Food (excluding turmeric)	✓
Beverages (including red wine)	✓
Confectionery	✓
Biro	✓
Make-up	✓
Shampoo	✓
Animal and bodily fluids	✓
Wax and wax polish	✓
Inks	✓
Glue (excluding Superglue)	✓
Paint	✓

Accidental Damage:

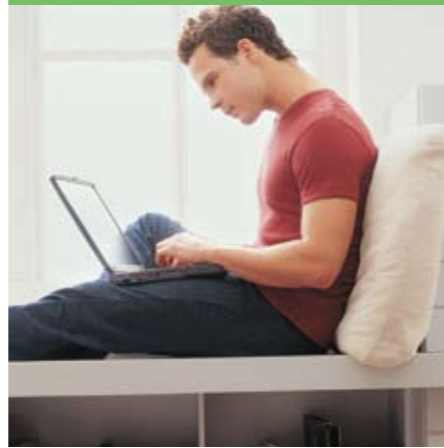
Burns, scratches, dents or chips to wood	✓
Water marks	✓
Rips, tears or burns to fabric or leather components	✓
Damage to glass	✓

Structural Faults:

(following expiry of manufacturer's guarantee)

Rail blocks & bolt on arms	✓
Joint breakage	✓
Separation of frame components	✓
Metal components	✓
Lifting or peeling of wooden veneer	✓

This is only a summary, please see guarantee for comprehensive details of coverage



Ask...

..Your furniture retailer for the **5 year protection** that Guardsman offers. It's the most comprehensive way to care for your new investment.

important information - what happens next?

- Following delivery of your new furniture you will receive a certificate of insurance for your Guardsman Protection. This will contain full terms and conditions, limitations and exclusions. (see below for summary of exclusions).
- If after 28 days of delivery you have not received your certificate of insurance you must call the Valspar Insurance Administration team on 01235 444747 (could you please have your retailer invoice to hand).
- If within 28 days of delivery you need to make a claim and have not yet received your certificate of insurance please call the Valspar Insurance Administration team on 01235 444747

NOTE:

Guardsman cover is underwritten by Pinnacle Insurance plc, Pinnacle House, A1 Barnet Way, Borehamwood, Hertfordshire, WD6 2XX. Cover is governed by English law. If you live in Scotland, the Isle of Man or the Channel Islands you will be entitled to commence legal proceedings in your local courts. The limit of liability is limited to the purchase price of the product and shall not exceed £10,000. The retailer is acting as an agent for Pinnacle Insurance in the selling of Guardsman cover.

Main exclusions: General wear and tear; damage, soiling or staining caused prior to or during delivery or caused by contractors; failure to comply with the manufacturer or supplier's instructions for the care of the product; furnishings used for commercial or rental purposes; staining or damage for which the cause cannot be identified; dye transfer from non colourfast plastics fabrics and clothing (including denim & throws); damage or staining during transit or storage, neglect, abuse or misuse of the Product; animal / bird damage (including stains caused by wild birds), termite, insects, moths or vermin; domestic pet damage (other than one single occurrence per Period or Insurance), all incidents of bites, chews and extensive scratching; incorrect use or application of any cleaning substances or materials; damage or staining during routine cleaning or repair not carried out by a Valspar authorised cleaner / repairer. For the name of your authorised cleaner / repairer please call Valspar on 0800 585 693; any cause claimed for under any other insurance policy; (for further information refer to the Guardsman guarantee).

Complaints procedure: Any enquiries or complaints you have regarding the insurance should in the first instance be addressed to Warranty Claims Department, Valspar Industries (UK) Limited, 152 Milton Park, Abingdon, Oxfordshire, OX14 4SD. If you are still not satisfied, any enquiries or complaints you may have regarding the insurance cover should be addressed to: Customer Relations Manager, Pinnacle Insurance plc, Pinnacle House, A1 Barnet Way, Borehamwood, Hertfordshire WD6 2XX. Please quote your certificate of insurance or claim number so that your enquiry can be dealt with quickly. Should the matter still not be resolved to your satisfaction, you will have the right to refer your complaint to: The Financial Ombudsman Service (FOS), South Quay Plaza, 183 Marsh Wall, London E14 9SR. This procedure will not prejudice your right to take legal proceedings. However, please note that there are some instances when the FOS cannot consider complaints. Pinnacle Insurance is authorised and regulated by the Financial Services Authority.

To maintain service levels, Valspar Industries (UK) Ltd operate a call logging system, which records and logs all incoming and outgoing calls.



Valspar Industries (UK) Limited, 152 Milton Park, Abingdon, Oxfordshire OX14 4SD
www.valsparuk.com
Guardsman is a brand name of the Valspar Corporation
IPOS600 / ISSUE 2 / Furnituregard Ultra



Lifes little treasures

5 YEAR GUARANTEE

furnituregard from



Enjoy your new furniture to the full

Buying new cabinet, dining and occasional furniture is an investment in your home, that you will want to stay looking good for many years. As we all know accidents can happen. For example, a spill, scratch or burn, if not removed/repaired could permanently affect the appearance of your furniture.

But with Guardsman 5-year protection you are free to sit back and relax, safe in the knowledge that you are protected against those little accidents spoiling your furniture.



“ Total peace of mind with a 5-year guarantee ”

How the protection programme works

- Simply ask for 5-year Guardsman protection when purchasing your new cabinet, dining or occasional furniture
- Guardsman 5-year protection starts as soon as the furniture is delivered to your home
- If damage occurs during the cover period simply call the Valspar claims number for advice on how to deal with the problem
- If necessary, a furniture care specialist will be sent to your home to rectify the problem, free of charge
- In the unlikely event that the problem cannot be rectified, then the affected area will be replaced, free of charge.

Complete customer service

- Over 40 years experience in providing and handling furniture protection programmes
- Free home visits from a furniture care specialist
- Experienced team of qualified claims and customer service advisors
- Free furniture care advisory service

Wood care and maintenance

In order to maintain the appearance and nature of your cabinet, dining and occasional furniture, it is useful to develop a regular maintenance routine

- Dust frequently using Guardsman's soft, lint free, absorbant cloth
- Avoid wax and silicone polishes. We recommend Guardsman furniture polish to enhance the finish of your wood
- Clean spills up immediately. Use a blotting action rather than a wiping action
- Keep wooden furniture away from heat sources and direct sunlight
- Rotate accessories on furniture so they do not sit in the same place all of the time
- Use pads, cloth or felt to protect from plastic, rubber, hot dishes, beverages and vases etc.
- Lift and place objects, do not drag them across the surface of the furniture
- Never drag your furniture when moving, always lift clear of the floor

