

Enjoy your new leather upholstery to the full

Buying new leather upholstered furniture is an important investment in your home that you will want to stay looking good for many years. As we all know accidents can happen. A spill for example, if not removed, could permanently affect the appearance of your leather upholstery.

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 Leathergard protection when purchasing your new leather upholstery
- 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 leather 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 leather care specialist
- Experienced team of qualified claims and customer service advisors
- Free furniture care advisory service

Leather care and maintenance

In order to maintain the appearance and nature of your leather upholstery, it is useful to develop a regular maintenance routine.

- Vacuum regularly to remove dirt and dust
- Follow the manufacturer's general cleaning instructions and use the Guardsman leather care products as directed
- Remove spills immediately with a clean dry cloth. Do not rub!
- Do not allow body/hair grease and oil to build up
- Never use detergents, silicone polishes or abrasive cleaners
- Keep leather upholstery away from heat sources and direct sunlight



5-year cover from Guardsman Leather Supergard 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:

Rips, tears, burns & scratches	✓
Scratches, dents or chips to wood, vinyl, metal or plastic decorative trims	✓

Structural Faults:

(following expiry of manufacturer's guarantee)

Frame defects	✓
Rail blocks & bolt on arms	✓
Broken buttons and stitching	✓
Broken zip operations	✓
Metal components	✓
Lifting / peeling of covering leather	✓
Excessive loss of resilience of foam cushions	✓

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.
- 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. Unless agreed otherwise cover is governed by English law. 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 of 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 certificate of insurance).

Complaints procedure: Any enquiries or complaints you have regarding the certificate of 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 plc is also a member of the Association of British Insurers, 51 Gresham Street, London EC2V 7HQ.

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

Valspar

Valspar Industries (UK) Limited, 152 Milton Park, Abingdon, Oxfordshire OX14 4SD
www.valsparuk.com
Guardsman is a brand name of the Valspar Corporation
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enjoy it
to the full

5 YEAR GUARANTEE

leather supergard from

