

Keep your sofa's wonderful looks from only 31p a week



**fabricgard** protection from

**SCS**

ask... us about the 5-year protection that Guardsman offers. It's the most comprehensive way to care for your new investment.

## what happens next?

NOT FPO



- Following delivery of your new furniture you will be sent 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 Administration Team on 01235 444 747 (could you please have your ScS 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 Administration Team on 0845 601 2042.

**NOTE:** Structural Issues cover is underwritten by Pinnacle Insurance plc, whose registered address is Pinnacle House, A1 Barnet Way, Borehamwood, Hertfordshire WD6 2XX. Unless agreed otherwise, cover is governed by English law. The limit of cover 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 and Guardsman 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's 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 and throws); damage or staining during transit or storage; neglect, abuse or misuse of the product; animal/bird damage (including stains caused by wild birds), termites, insects, moths or vermin; domestic pet damage (other than one single occurrence per Period of Cover), 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 Cover).

**Complaints procedure:** Any enquiries or complaints regarding the cover should in the first instance be addressed to: Customer Relations Manager, Valspar Industries (UK) Limited, 152 Milton Park, Abingdon, Oxfordshire OX14 4SD.

**Structural Issues:** If you are not satisfied, any enquiries or complaints you have regarding the Structural Issues 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 Cover or claim number so that your enquiry can be dealt with quickly. Should the matter in respect of Structural Issues cover 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 authorised and regulated by the Financial Services Authority.

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

Staining cover is provided by Valspar Industries (UK) Limited, 152 Milton Park, Abingdon, Oxfordshire OX14 4SD. Valspar are the administrators of this policy. It is not provided nor underwritten by Pinnacle Insurance. For full details and exclusions please refer to the policy document or the retailer from whom you have purchased this policy.



fabricgard protection from

ScS

## 5-year cover against...

### stains resulting from:

Food (including turmeric)	✓
Beverages (including red wine)	✓
Confectionery	✓
Biro	✓
Make-up	✓
Shampoo	✓
Animal and bodily fluids	✓
Wax and wax polish	✓
Ink spots	✓
Glue (including Superglue)	✓
Paint	✓
Bleach	✓
Acids and corrosives	✓

### structural issues:

Mainframe/subframe defects	✓
Castor rail blocks	✓
Seat and back springing units	✓
Bolt-on arms	✓
Broken buttons and zip operations	✓
Recliner actions and electrical motors	✓
Sofa bed mechanisms	✓
All metal components	✓

This is only a summary of cover.  
Please see guarantee for comprehensive details of coverage.



# Enjoy your new fabric upholstery to the full

Buying fabric upholstered furniture from ScS is an 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 fabric upholstery.

But with our 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.



# How the **fabricgard** policy works

- Simply ask for our 5-year Guardsman protection when purchasing your new 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 on 0845 601 2042, for advice on how to deal with the problem.
- If necessary a furniture care professional 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.



**fabricgard** from



# Total peace of mind with 5-year protection

## complete customer service and satisfaction

- The unique services of Safeclean, Valspar's own furniture care specialists.
- Over 40 years' experience in providing and handling furniture protection programmes.
- Experienced team of qualified claims and customer service advisors.
- Free furniture care advisory service.

## total maintenance

The life and appearance of your furnishings will be maximised by regular maintenance, including regular vacuuming and periodically reversing and rotating loose cushions.

In addition, we recommend that furnishings be professionally cleaned every 12-18 months. Safeclean, Valspar's own furniture care specialists, provide a professional and expert cleaning and care service using the most proven and up-to-date methods. All work by Safeclean is covered by their guarantee of satisfaction.

For a free quote and details of services of your local authorised cleaner call Safeclean on 0800 585 693\* or visit their website at [www.safeclean.co.uk](http://www.safeclean.co.uk).

\*Please note this freephone number cannot be used for obtaining servicing under the Guardsman protection programme.



**SCS**