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## 5 Year Furniture Service Plan



# PICK THE FURNITURE YOU LOVE NOT THE FURNITURE YOU NEED

## WHAT IS A GUARDSMAN SERVICE PLAN?



The Guardsman Service Plan is a 5 year care plan for your new furniture. It takes care of stains, such as a spilt cup of coffee, or cosmetic damage, such as a scuff from a sharp object all from the date your furniture is delivered.

It also includes structural faults such as excessive loss of resilience to foam seat cushions, broken zips, and buttons etc, as listed. These are all included after the manufacturers guarantee.

## HOW DOES IT WORK?



5 year service plan for unforeseen incidents of accidental stains or cosmetic damage and further structural cover, after the manufacturer's warranty.



Simply report the damage as soon as it happens by calling our customer support team on +1800 806 182 or visit [guardsmaneurope.com](https://guardsmaneurope.com) and let us take care of the rest.



Our talented technicians will be on hand to remove the stain or repair the damage.



If we can't fix the damage, we may replace the affected part or individual item.

## THE SERVICE PLAN INCLUDES\*:

**Stains** that are as a result of an accident including:

- ✓ Food and drink
- ✓ Dye transferred from jeans
- ✓ Human and animal bodily fluids
- ✓ Make-up

**Cosmetic damage** as a result of an accident including:

- ✓ Rips, tears and burns
- ✓ Scuffs and scratches
- ✓ Unforeseen incidents of bites and chews from pets

**Structural faults** which occur after the manufacturer's guarantee\*:

- ✓ Interiors: Excessive loss of resilience to foam seat cushions
- ✓ Exteriors: Broken zips, stitching, seams spitting, broken buttons

## OPTIONAL EXTRAS which occur after the manufacturer's guarantee\*

### 1. MECHANISM

If you are purchasing motion furniture, you can also purchase an additional recliner mechanism plan which includes:

- ✓ Breaking or bending of the recliner or headrest mechanisms
- ✓ Failure of the recliner motor
- ✓ Cabling and transformer issues
- ✓ Handle or switch failure

### 2. TECHNOLOGY COVER

If you are purchasing furniture with technology features, you can also purchase an additional technology plan which includes:

- ✓ USBs failure in intended use
- ✓ Any type of charger including hidden charging mats
- ✓ Heated or cooling seats
- ✓ Cup holders
- ✓ Heating or cooling appliances
- ✓ Fridges in the arms of the furniture
- ✓ Speakers

## SOME ISSUES ARE NOT INCLUDED IN THE SERVICE PLAN:

- Structural faults should be reported to the manufacturer directly if it is within their own guarantee period
- General wear and tear of the item
- Odours
- TV screens that form part of the furniture are not covered



It is important to note that this is a care plan, not a guarantee, or an insurance policy.



\* The optional extras cover for faults/failures during normal use and begins following the expiry of the manufacturer's guarantee. They can only be purchased in conjunction with a 5 year Service Plan.



\*Exclusions apply.

For full Service Plan conditions, visit: [guardsmaneurope.com](https://guardsmaneurope.com)

