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Furniture Service Plan

With a Guardsman Service Plan you can keep your new furniture looking as good as new!

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 and damage as detailed to the right.

HOW DOES IT WORK?



5 year service plan for stains and damage, plus a 3 year extension to your manufacturer/retailer's 2-year guarantee.



Simply report the damage as soon as it happens by calling our customer support team on 1800 806 182 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 will replace the affected part or individual item.

THE SERVICE PLAN INCLUDES*:

✓ Staining

- Food and drinks
- Human and animal bodily fluids
- Ink
- Unidentifiable stains
- Dye Transfer (not as a result of a build up)

✓ Damage

- Tears and rips
- Scuffs, scratches and chips
- Burns
- Any breakage as a result of a one-off incident
- Pet scratches, chews or bites (not as a result of a build up)

The service plan also includes the following once the manufacturer/retailer's 2-year guarantee has expired:

✓ Interiors

- Foam - excessive loss of resilience of interior foam
- Fibre - excessive softening & compressing of fibre

✓ Exteriors

- Broken zips
- Broken or breaking stitching
- Seams splitting
- Broken buttons
- Peeling or cracking of leather
- Separation of synthetic fabric layers

✓ Recliners/Motion Furniture

- Mechanism failure (including headrest)
- Electrical failure of control box, transformers and motor
- Wire breakages and cuts
- Breakage, jamming or failure of handle or switches

Some damage isn't included in the service plan:

- Structural damage (unless described within the Interiors, Exteriors and Recliner/Motion Furniture sections)
- General wear and tear of the item
- Stain or damage which has been allowed to accumulate or worsen



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



*Exclusions apply. For full T&Cs, visit: guardsmaneuropa.com/service-plan

