5-year cover from Guardsman

Leathergard Bronze, for durable coated leather covers against...

Accidental Damage:

Rips	✓
Tears	✓
Burns	✓
Scratches	✓

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. (please 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.

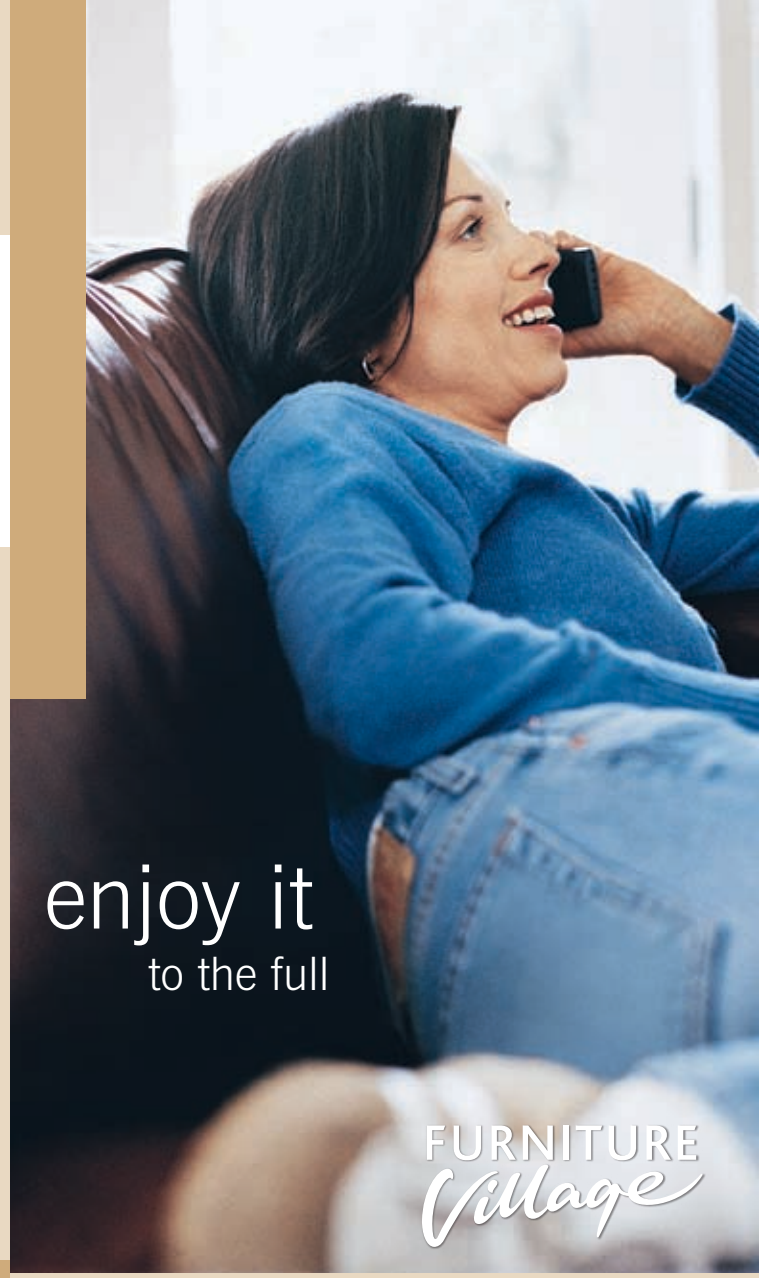
Main exclusions: General wear and tear; damage, soiling or staining caused prior to or during delivery or caused by contractors; failure to comply with the manufacturer or supplier's instructions for the care of the product; furnishings used for commercial or rental purposes; staining or damage for which 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 plc 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.

FURNITURE Village

Guardsman Furniture Solutions Group, Valspar Industries (UK) Limited,
152 Milton Park, Abingdon, Oxfordshire OX14 4SD
www.guardsman.co.uk
Guardsman is a brand name of the Valspar Corporation
IPOSLF013 / ISSUE 1 / Leathergard Bronze



5 YEAR PROTECTION

Leathergard Bronze from GUARDSMAN

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

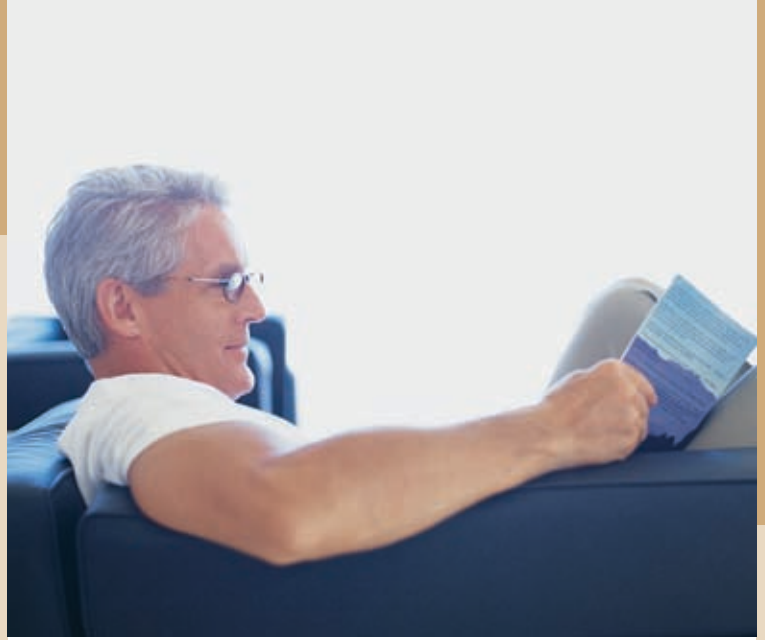
Complete customer service

- Guardsman Home Services, 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

Enjoy your new durable coated leather upholstery to the full

Buying new durable coated leather upholstered 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. A rip for example if not repaired will permanently affect the appearance of your durable coated 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.



How the protection programme works

- Simply ask for 5-year Guardsman protection when purchasing your new durable coated 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 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. (subject to the terms and conditions of the protection programme).

Durable coated leather care and maintenance

In order to maintain the appearance and nature of your durable coated 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 durable coated leather upholstery away from heat sources and direct sunlight