

TERMS AND CONDITIONS

Staingard protect6 Furniture Warranty Plan

Thank you for choosing Staingard Protect 6 to assist you in taking care of your furniture purchase. Whilst we hope your furniture remains in excellent condition, we all know accidents can happen that may spoil its appearance. In the event that happens you can request support from us to put things right.

Nature of the Scheme

This is a furniture Warranty and not an insurance contract or product. The decision to provide assistance and or a service request is made on a discretionary basis by Staingard Protect in accordance with these terms and conditions.

Definitions

We / Us / Our: Staingard Protect ('Staingard')
 You / Your: The named customer on the retailer's receipt
 Furniture: The products specified in your purchase receipt
 The Plan – the Warranty plan as defined by these terms and conditions
 Service Request: A request for assistance made Monday–Friday, 8am–5pm
 Territorial Limits: UK, Channel Islands, Isle of Man and Ireland.

Requesting Assistance

You must submit any service request within 21 days of discovering the issue by visiting staingard.co.uk and clicking the "Make a Claim" link. Do not attempt to clean or repair the item until we have reviewed your request and provided guidance, failure to observe this condition may affect the outcome of your service request.

Service Provided

Following successful acceptance of a service request Staingard will offer to clean, repair, replace or credit furniture items affected by:

Accidental Staining:

Food or drink (e.g. tea, wine, curry) Cosmetics, makeup, tanning products
 Bodily fluids (human or pet) Ink, paint, glue, corrosive substances
 Dye transfer (e.g. from clothing or newspapers)
 Wax & wax polish

Accidental Damage:

Rips, tears, punctures, burns, scuffs
 Pet damage
 Chips, dents, scratches
 Breakage, scratches of glass and mirrors

Structural Defects & Damage: (after the manufacturer's warranty expires)

Frame breakage, recliner faults
 Button or zip failure, peeling veneer or leather
 Electrical faults (e.g. recliner mechanisms, USBs)
 Loss of resiliency to foam and fibre interiors
 Seams and stitching
 Breaking & bending of metal components

What service is not Normally Provided

We may decline a service request in cases of:
 Commercial or rental use
 Pre-existing damage or issues identified at delivery
 General wear & tear & fading
 Improper cleaning or use of unapproved substances
 Misuse, neglect, or abuse of furniture
 Infestation or wild animal damage
 Any cause not expressly stated in "What May Be Supported"

Limits of Service Provided

Maximum aggregate value of service requests is limited to the original retail value of the Furniture.
 Mattress protectors: Up to 4 replacements
 Arm caps / scatter cushions: Repair or refund up to the original item value
 Carpet replacement: Door bar to door bar - Room only – excludes underlay, grippers or ancillary items
 We may offer a credit note as an alternative to physical replacement or repair.

Support Methods

Following successful acceptance of a request for service. Staingard will at its discretion offer one of the following outcomes:

A specialist cleaning kit
 A technician visit for in-home repair A product replacement (in full or part)
 A credit note for use at the original or authorised retailer
 If we replace your product, we may request return of the original item. If not collected, disposal is your responsibility.

Duration of Cover

Cover starts on the delivery date cover lasts for 6 years total.
 Structural defect support begins after 12 months and lasts for the remaining 5 years.

Ending the Plan

Support under this scheme ends if: The 6-year term expires
 The product is replaced in full
 The furniture is misused or materially modified You submit fraudulent or misleading information
 The maximum aggregate value of service requests is exceeded
 The plan is cancelled or unpaid

Cancellation Rights

You may cancel within 14 days of receiving these terms for a full refund if no service has been provided.
 No refund is available after this cooling-off period. We reserve the right to cancel the agreement due to fraud, non-payment, or excessive service requests.

Maintenance & Duty of Care

You must:
 Follow all manufacturer guidelines for care Keep furniture clean and well-maintained Avoid direct heat or sunlight
 Use only Staingard approved cleaning products
 Failure to follow these conditions may affect your request for service

Dispute Resolution

If you are unhappy with how your request was handled, please contact Staingard Customer Services. Staingard will deal with all complaints in line with its Warranty Code of Conduct.

Data & Privacy

We are the Data Controller of your personal data. We process your data solely to administer this service plan.
 You may:
 Request access to your data
 Request correction or deletion (where legally possible)
 Lodge a complaint with the Information Commissioner's Office
 We do not use your data for marketing without explicit consent.
 Governing Law
 This plan is governed by the laws of England and Wales.

Transfer of Cover

You may request to transfer this plan to another person for a £35 administration fee, subject to our approval.

Fraud

If you or anyone acting on your behalf provides false or misleading information: The plan will be cancelled & future assistance will be declined

General Provisions

We may revise the scope or process of this scheme at any time
 This plan does not confer third-party rights under the Contracts (Rights of Third Parties) Act 1999 Any delay in enforcement does not waive our rights.

Request for Service

To make a request for service please visit staingard.co.uk and click on the 'make a claim button'. Alternatively you can email us on claims@staingard.co.uk or call us on 01244 888656.

Plan Administration

This Protect6 Service Plan is provided by Staingard Protect Limited and administered by Staingard Limited. Company Number 5694078 whose registered office is Barnston House, Beacon Lane, Heswall, Wirral, CH60 0EE