

# 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](http://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](http://staingard.co.uk) and click on the 'make a claim button'. Alternatively you can email us on [claims@staingard.co.uk](mailto: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