

TERMS AND CONDITIONS

Staingard Protect5 Furniture Care Plan



Thank you for choosing to add Staingard Protect5 to your furniture purchase. Whilst we hope your furniture stays in excellent condition, we understand that everyday life can sometimes result in stains or damage. This Plan gives you the opportunity to request assistance from us should something unexpected happen.

Details of the Plan

This is a Furniture Care Plan 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 customer named on the retailer's receipt.

Furniture: The items listed on your purchase receipt, which may include upholstery, cabinet furniture, beds, mattresses, garden, outdoor furniture or related items.

Furniture Care Plan: The support arrangement described in these terms.

Service Request: A request for assistance.

Service Area: UK, Channel Islands, Isle of Man, and Ireland.

Requesting Assistance

Please submit a Service Request as soon as possible after discovering the issue. Visit staingard.co.uk and click "**Request for Service**."

Please do not attempt to clean or repair the item before we review your request. Doing so may affect our ability to provide assistance.

Assistance Provided

When a Service Request is accepted by Staingard, Staingard may offer a number of solutions, such as (but not limited to) advice, cleaning products, technician visits, cleaning, repairing, replacing or crediting furniture items. Customers commonly request assistance for:

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

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

The examples above are illustrative only and do not limit Staingard's discretion.

What Assistance is not Normally Provided

We may not accept 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
- Damage caused by natural elements

The examples above are illustrative only and do not limit Staingard's discretion.

Methods of Assistance

When Staingard provides assistance, the form of or value of that assistance, will be determined by Staingard at its sole discretion. Staingard may offer a number of solutions, such as (but not limited to) advice, cleaning products, technician visits, cleaning, repairing, replacing or crediting furniture items. If we replace your product, we may request its return. If not collected, disposal remains your responsibility.

Duration of the Plan

This is a 5 year care plan and will commence on delivery of your furniture. Assistance will be available at any time during this period. Structural assistance support begins after 12 months and lasts for the remaining 4 years.

Ending the Plan

Assistance under this plan ends if:

- The 5-year term expires
- The product is replaced in full following an accepted request for service
- False or misleading information is provided
- The Plan is cancelled or you have not paid for your Plan

Cancellation

You may cancel within **14 days** of receiving these terms for a full refund, provided no assistance has been given.

After 14 days, no refund is available.

Your Responsibilities

To help maintain eligibility for assistance, you must:

- Follow manufacturer care guidelines
- Keep furniture clean and properly maintained
- Avoid direct heat or sunlight exposure
- Use only Staingard approved cleaning products

Failure to follow these requirements may affect the outcome of a request for assistance.

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 the Protect5 Code of Practice. Staingard Protect are committed to maintaining a high standard of professional conduct in all dealing with customers. If you have a query or complaint, You should contact us at protectservice@staingard.co.uk

Data & Privacy

Staingard Protect is the Data Controller for the purposes of administering this Plan.

You may request:

- Access to your data
 - Correction or deletion (where legally possible)
 - To lodge a complaint with the Information Commissioner's Office
- We do not use your data for marketing without your explicit consent.

Governing Law

This Plan is governed by the laws of England and Wales.

Transferring Your Plan

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

False or Misleading Information

If you or someone acting for you provides **false or misleading information**, Staingard may end the plan and may not provide assistance for any further service requests.

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. Your statutory customer rights are not affected by this plan.

Request for Service

Visit staingard.co.uk and select "**Request for Service**."

You may also contact us via protectservice@staingard.co.uk or by calling **01244 888658**.

Plan Administration

This Protect5 Furniture Care Plan is provided by **Staingard Protect Limited**, on a **discretionary basis**, and administered by **Staingard Limited**, Company Number 5694078. Registered Office: Barnston House, Beacon Lane, Heswall, Wirral, CH60 0EE.

