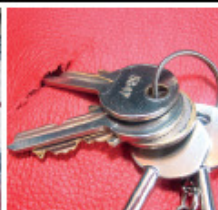
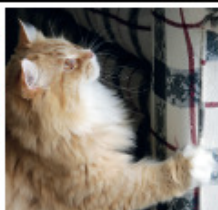




Protect
your purchase

with HFR Furniture Care Plans



5 Year
Protection
Scheme

Relax and enjoy your new furniture

Buying a new sofa is one of the largest purchases you will make for your home, so you need to protect it. As we all know accidents do happen, a stain, if not removed correctly can permanently affect the appearance of your sofa.

We want you to sit back and relax with the peace of mind that your furniture is protected by the **HFR 5 YEAR CARE PLAN**.





How the HFR Care Plan works

-  **To start the policy**
Simply ask for details about the HFR 5 YEAR CARE PLAN when purchasing your new furniture.
-  **Immediate coverage**
Protection under your CARE PLAN starts as soon as the furniture is delivered to your home.
-  **If there is a problem**
If necessary a furniture care professional will be sent to your home to rectify any problems, free of charge.
-  **Irreparable damage**
In the unlikely event that the problem cannot be rectified then the affected area will be replaced.
-  **Colour matching**
If the affected area cannot be colour matched to the original colour we will simply provide a new for old replacement.



If damage occurs during the cover period simply call the HFR claims number on

01384 473000

HFR Care Plan 5 Year Policy Coverage



Stains resulting from

	GOLD	PLATINUM	DIAMOND
Food and Beverages	✓	✓	✓
Confectionery	✓	✓	✓
Biro	✓	✓	✓
Make-up	✓	✓	✓
Shampoo	✓	✓	✓
Animal and bodily fluids	✓	✓	✓
Wax and wax polish	✓	✓	✓
Ink spots	✓	✓	✓
Glue	✓	✓	✓
Paint	✓	✓	✓
Bleach	✓	✓	✓
Acids and corrosives	✓	✓	✓
Dye transfer	✓	✓	✓

Structural Issues

following expiry of manufacturer's 12 month guarantee

	GOLD	PLATINUM	DIAMOND
Mainframe / subframe defects		✓	✓
Castor rail blocks		✓	✓
Seat and back springing units		✓	✓
Bolt-on arms		✓	✓
Broken buttons and zip operations		✓	✓
Recliner actions and sofa bed mechanisms		✓	✓
Electrical motors and components		✓	✓
All metal components		✓	✓
Excessive loss of resilience on foam and fibre		✓	✓
Seams and stitching		✓	✓
Lifting and peeling of leather		✓	✓

Accidental Damage

	GOLD	PLATINUM	DIAMOND
Rips			✓
Tears			✓
Burns			✓
Scuffs			✓
Scratches			✓
Punctures			✓
Pet damage			✓

Significant exclusions or restrictions, damage, soiling or staining caused:

- prior to or during delivery;
- to insured items used for rental or commercial purposes, or furniture in storage or transit;
- by or resulting from mishandling, abuse, neglect, violence or vandalism;
- deliberately by any person, including children;
- by wear and tear or gradual build up;

- by accumulated multiple stains or any unidentifiable stain;
- by fire, fire damage, smoke, ash, flood, wind, lightning, the act of sunlight, oxidation, or any other natural disaster.

This is only a summary please see Terms & Conditions for details of coverage.

5 Year Warranty
Certificate



Client Details

Name:

Address:

Policy Number:

Validation Number:

Date Started:

Expiry Date:

Product Details

How to make a claim

HFR Furniture Care Plan is a division of

HOME  SERVE
FURNITURE REPAIRS LTD