



How do I purchase?

To upgrade to your 5 year cover against Staining, Accidental Damage, and Structural Defects, register your product online at

www.reposefurniture.com/warranty/

or call us on **01384 567401** within **14 days** of receiving your new furniture, with your unique batch number found inside your user manual or located inside your furniture and we will take a few details to process your payment for an **immediate cover today!**

CALL NOW ON 01384567401
TO COVER YOUR NEW
FURNITURE FOR **5 YEARS!**

About your Care Plan

The Important Information Document provides you with information on what demands and needs this insurance will meet as well as other important information. You must read this document, tick the necessary boxes if they apply to you, and then sign the document. Your Care Plan begins on the date your furniture is delivered and subject to the terms and conditions will continue for 5 years. Any Structural Defects will only be covered if they occur after the first 12 months. Your Care Plan has been arranged by Castelan Group. For details of your insurer, please see the Terms and Conditions on your Certificate of Insurance that will be provided to you following delivery, a copy of which can be obtained from your Sales Consultant. Castelan Group will administer your Care Plan, and is authorised and regulated by the Financial Conduct Authority (FCA number 572287). This can be checked on the Financial Services Register by visiting the FCA's website at www.fca.org.uk.

Your Demands and Needs of this Care Plan

By purchasing this Care Plan, you confirm that you have reviewed the Insurance Product Information Document (IPID) and that it meets your demands and needs. You confirm you do not want to incur costs to restore your furniture in the event of an accidental stain or if it becomes accidentally damaged, that you do not wish to use your home insurance as you may incur an excess and a potential impact on premiums when renewed, and that you understand the Care Plan is not a general cleaning contract but a policy that provides cover for specific incidents.

Please keep your proof of purchase safe. You will need to provide it in the event of a claim.

Full details can be found online at
www.reposefurniture.com/warranty-terms-and-conditions

In association with


CASTELAN
GROUP



Upgrade to

5 YEARS

Complete peace of mind against **Staining,**
Accidental Damage, or Structural Defects

More than just fabric cover...

Get complete peace of mind with the most cost-effective and comprehensive furniture protection scheme available, offering a personal plan for you and your furniture.

Having invested in your new furniture, it is only natural that you will want to keep it looking like new for as long as possible. This is why Repose, in association with Castelan Group, offer all of their customers their 5 year Care Plan.

This Care Plan ensures that you are covered for any manufacturing defects to the internal mechanism, all electrical components, wood frame and upholstery ascertaining to failure within the 5 years.

Whether you buy a luxurious leather riser recliner or a fabulous fabric sofa, you can rest assured that by purchasing this Care Plan you are covered when an accident does spoil the appearance of your furniture. Stain removal and repairs will be taken care of at no extra cost to you.

What is included?

This Care Plan provides cover for a comprehensive range of household accidents that result in damage or staining your furniture. Following the delivery of your furniture, you will receive a document detailing this and also how to make a claim. It is important to recognise that you are not covered for a lack of care of your furniture or abuse, and multiple stains and damages sustained over an extended period of time are similarly not covered.

How does the Care Plan work?

Simply follow the care instructions provided at the time you purchased your furniture. However if an accident threatens to spoil the appearance of your furniture all you have to do is call our dedicated claims and advice line and we will ensure that the problem is taken care of.

You are covered against:

Structural Defects

- ✓ Breakage or separation of frame components
- ✓ Breaking or bending of metal mechanisms or other metal components
- ✓ Defective mechanical and electrical recliner mechanisms
- ✓ Broken zips and castors
- ✓ Peeling of leather and peeling/lifting of veneer
- ✓ Electronic equipment, such as USB's
- ✓ Cushion interiors and webbing

The Benefits

- ✓ 5 year peace of mind
- ✓ 24/7 online claim service
- ✓ No excess charges
- ✓ National network of professional technicians
- ✓ No call out fees

Stains

- | | |
|---------------------------------------|----------------------------------|
| ✓ Tea, coffee, hot chocolate and milk | ✓ Human and animal bodily fluids |
| ✓ Shoe polish | ✓ Cola and other fizzy drinks |
| ✓ Wine, beer and spirits | ✓ Mineral oil and glue |
| ✓ Cosmetics | ✓ Curry and pizza |
| ✓ Tomato ketchup | ✓ Grease from foodstuffs |
| ✓ Soap products | ✓ Dye transfer |
| ✓ Paint | ✓ Chocolate |
| ✓ Blackcurrant and orange juice | ✓ Corrosive substances |
| ✓ Tar | ✓ Bleach |

Accidental Damage

- ✓ Rips
- ✓ Tears
- ✓ Burns
- ✓ Scuffs
- ✓ Scratches
- ✓ Punctures
- ✓ Dents and chips
- ✓ Pet damage
- ✓ Transit damage
- ✓ Breakage of frame components

Staining and accidental damage must result from a sudden and accidental event. This policy does not provide cover for an accumulation or build up over time.

Structural Defects cover is for failure of the product through normal use, and starts once your manufacturer's guarantee has ended. It does not provide cover for misuse, however unintentional.

You are not covered against:

Exclusions

- | | |
|--------------------------------------|----------------------------------|
| ✗ Commercial use | ✗ Fading of fabric and materials |
| ✗ Deliberate damage | ✗ Accumulated multiple stains |
| ✗ Abuse or neglect | ✗ Gradual build up of damage |
| ✗ Removal of odours | |
| ✗ Wear and tear | |
| ✗ Natural characteristics of leather | |

Duration of your Insurance

Your insurance will commence on the date that your furniture is delivered or immediately if purchased within the 14 days after delivery has been made. The cover will continue (subject to the terms and conditions) for a period of five years inclusive of the supplier's 12 month warranty period.

**For more information,
contact us today.**



www.reposefurniture.com



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01384 567401

