

COTSWOLD
COMPANY

Our Upholstery Care Plan



Here at The Cotswold Company, we pride ourselves on crafting timeless furniture that's built to last. Always. Confident in the time and care taken to produce every piece of our upholstery, we offer a five-year guarantee across the entire range. Allowing you to enjoy your new purchase with the comfort of knowing that it's protected.

From just **£39**, our Upholstery Care Plan offers:

- 5 years of insurance protection to cover your chosen sofa, armchair or footstool
- A 'Clean, Repair or Replace' policy
- Claims of up to the original purchase price
- No excess charges or annual renewal costs

Simply add the care plan to your order in store or go online and select '**Upholstery Care Plan**' at the checkout.



Clean, repair, or replace

When accidents happen, our team of expert furniture technicians are here to help with our 'Clean, Repair, Replace' policy:

- A specialist will visit you at home to repair or remove the stain
- This may include sourcing new parts or furniture items
- In the case of your furniture being severely damaged, we will replace the item all together
- You will be covered for parts, labour and replacements up to the original furniture price



Upholstery cover

Our Upholstery Care Plan covers staining and accidental damage, such as:

Staining

- All food and drink
- Ink, paint and dye
- Human and pet fluids
- Cosmetics, soap and shampoo
- Wax and wax polish
- Glue
- Dye transfer from clothing
- Acids, bleaches, corrosive solutions and substances

Accidental

- Cuts, rips, tears and scuffs
- Punctures and burns
- Scratches, chips, dents, heat rings & water marks
- Up to three pet damage claims

Making a claim

For claim enquiries, please get in touch with our dedicated third-party insurance team by visiting www.myfurnitureinsurance.co.uk (Open 24/7, 365 days a year) within 14 days after the event of damage. If you have any other questions regarding claims, please give them a call on **01384 473017** or email info@hfrclaims.co.uk

KEY FACTS & FEATURES

This is only a list of key facts and features, please refer to the certificate of insurance for the full terms and conditions. Following delivery of your new furniture, you will receive a certificate for your HFR Warranties. This will contain the terms and conditions, limitations and exclusions. Please see below for a list of key features.

If after 28 days from delivery of your furniture you have not received your plan certificate, you must call the HFR Warranties Policy Administration Dept on 01384 473017 or email info@hfrclaims.co.uk. Alternatively you can write to the Policy Administration Department at HFR Warranties, Unit 8, Waterfront Business Park, Dudley Road, Brierley Hill, West Midlands DY5 1LX. Please ensure you have your retailer invoice to hand.

The intention of the cover: this plan provides cover for individual incidents of accidental staining and/or accidental damage, subject to the level of cover selected. It does not provide cover for damage that occurs due to regular use and ageing, or your product becoming gradually dirty and out of condition over time.

WHAT IS COVERED:

Your HFR Warranties Plan covers you in the event of sudden and unintentional accidental damage, sudden and unintentional stain damage. Your product(s) are only covered if you follow the Terms & Conditions of this plan and have paid the required premium. Your plan will cover you for the cost of repair or stain removal according to the coverage purchased and detailed under the "Level of Cover" section on the front of Your Policy Schedule/Certificate.

WHAT IS NOT COVERED:

The plan is not intended to replace the day-to-day care of your furniture. Our insurance plan will deal with any sudden and accidental damage, all we ask is that you help us identify any stains. This plan is not a maintenance contract. We do not cover wear and tear, unidentified stains, deliberate damage, and accumulation of stains. This is a summary only. Please refer to your certificate of insurance for full terms and conditions.

DURATION

Accidental damage and accidental staining cover

starts on the date of delivery of the item and lasts for 5 years. The plan will end if the item(s) is replaced following a successful claim, as detailed in the HFR Warranties Terms & Conditions.

COMPLAINTS PROCEDURE

If your expectations are not met in the first instance, please write to the Complaints Team at HFR Warranties, Unit 8, Waterfront Business Park, Dudley Road, Brierley Hill, West Midlands DY5 1LX. The legal bit Tel: 01384 473017, info@hfrclaims.co.uk.

Full details of these procedures are included on your certificate of insurance. Making a complaint will not affect your legal rights.

MAKING A CLAIM

In the event of a possible claim under HFR Warranties policy please visit the dedicated online web portal www.myfurnitureinsurance.co.uk within 14 days of the incident. Alternatively you can contact HFR Warranties within 14 days on 01384 473017. Please have your HFR Warranties Policy Schedule to hand. HFR Warranties will explain the process and provide information to help you make a claim.

CANCELLATION

We hope you are happy with the cover this policy provides. However, if you decide that for any reason this policy does not meet your insurance needs, please return it to your administrator within 14 days from the day of purchase or the day on which you receive your policy documentation, whichever is the later. On the condition that no claims have been made or are pending, we will refund your premium in full.

THE INSURER AND ADMINISTRATOR

This insurance is arranged by HFR Warranties which is administered by Homeserve Furniture Repairs Ltd & Bastion Insurance Company Limited Floor 4, Development House, St Anne Street, Floriana, FRN9010, Malta. Bastion Insurance Company Ltd (C-37545) is authorised and regulated by the Malta Financial Services Authority in the jurisdiction of Malta to carry on General Business of Insurance under the Insurance Business Act, 1998. Bastion Insurance Company Limited is deemed authorised by the Prudential Regulation Authority.

PROTECTION FOR CUSTOMERS.

HFR Warranties and Bastion Insurance Company Limited are regulated by the Financial Conduct Authority. Details about the extent of our regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from Homeserve Furniture Repairs Ltd and Bastion Insurance Company Limited on request.

LAW APPLICABLE

Unless you and the insurer both agree otherwise, the Plan will be governed by the law and courts applicable to the part of UK in which you live.

YOUR DEMANDS AND NEEDS OF THIS INSURANCE PLAN.

By purchasing this insurance, 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 HFR Warranties Insurance Cover is not a general cleaning contract but a policy that provides cover for specific incidents.

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