



Protect6 Furniture Care Plan

Protect6 is designed to help customers look after their furniture when everyday accidents, unexpected mishaps or certain issues arise.

Provided by Staingard Protect in association with your retailer, Protect6 gives you a simple way to request assistance if your furniture is affected by staining, damage or other matters set out in the plan terms.

Protect6 is a discretionary Furniture Care Plan. It is not an insurance contract or insurance product.



What is Protect6?

Furniture is part of everyday family life. Spills, scratches, pet mishaps and other issues can arise, even when you take good care of your home.

Protect6 gives you access to a dedicated support process if something happens to your furniture within the 6-year care period.

Where a Service Request is accepted, Staingard may arrange practical assistance. This may include advice, cleaning products, a technician visit or other support, which may include cleaning, repair, replacement or retailer credit where appropriate, depending on the circumstances and the applicable plan terms.

Customers commonly request assistance for:

Staining

- Food and drink spills
- Cosmetics, make-up or tanning products
- Bodily fluids
- Ink, paint or glue
- Dye transfer
- Wax or wax polish

Damage

- Rips, tears or punctures
- Burns, scuffs or scratches
- Chips or dents
- Pet damage
- Damage to glass or mirrors

Structural issues

- Frame breakage
- Recliner mechanism faults
- Button or zip failure
- Peeling veneer or leather
- Electrical faults
- Foam, fibre, seam or stitching issues

Structural issues are considered after the manufacturer's warranty has expired. The examples above are illustrative of the types of matters customers may contact us about and do not limit Staingard Protect's discretion under the plan terms.

How assistance may be provided

Where a Service Request is accepted, Staingard may provide assistance in a number of ways. The assistance provided will depend on the circumstances of the request and the applicable Protect6 terms and conditions.

This may include advice, cleaning products, a technician visit or other practical assistance. Where appropriate, this may also involve cleaning, repair, replacement or retailer credit.

Dedicated support process

Protect6 gives customers a clear route to contact Staingard if they need assistance within the 6-year care period.



Important information

Protect6 is provided on a discretionary basis by Staingard Protect and is administered in accordance with the Protect6 terms and conditions.

Full terms and conditions are available from your retailer.

The Protect6 discretionary Furniture Care Plan is provided by Staingard Protect Limited and administered by Staingard Limited.

Furniture care for everyday life

Protect6 has been created to provide a straightforward support process for customers who want help looking after their new furniture within the 6-year care period.



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