

Premium
CARE[®]
Fabric Protection

7 YEAR
PRODUCT PROTECTION & SERVICE PLAN

DOCUMENT

Congratulations on the purchase of your new fabric upholstered furniture and selecting the Premium Care Fabric Protection with 7 Year Product Protection & Service Plan.

Please read the information provided in this document, it will assist in keeping your fabric furniture looking great for years to come.

The product protection covers accidental stains and damage which happen in the home during the use of the furniture for its intended purpose in accordance with the furniture manufacturer's recommendations.

For full protection of your new furniture using our products, apply the Fabric Protector **IMMEDIATELY** after receiving your furniture.

The Premium Care Fabric Product Protection & Service Plan is supplied and directly serviced by TF Group Ltd.

IMPORTANT: Do not use any product other than those recommended in this Product Protection & Service Plan. TF Group's Premium Care Fabric 7 Year Product Protection & Service Plan (The Service Plan) is available only when purchased with new fabric upholstered furniture. The Furniture Retailer makes no representation, gives no warranty and incurs no liability in respect of TF Group's Premium Care Fabric Product Protection & Service Plan.

NOTE: Under no circumstances shall TF Group be liable for any damage or personal injury resulting from the misuse of its care products or the furniture. The Premium Care Product Protection & Service Plan is not an insurance and does not cover damage or loss due to acts of God or events covered by insurance policies.

To request service
TF Group Limited
Phone: 0800 858 723
or visit
www.premiumfurniturecare.co.nz

Stain removal guidelines:

Please read in conjunction with the fabric care instructions on the label of your furniture. In all cases: Blot, don't rub. Act immediately to remove spills and soiling. Use the cloth provided or another white cloth.

If any stain remains after following the guidelines below proceed with the relevant Spot Remover. Following the instructions on the label and website.

If you can't remove the stain it is very important that you contact us within 5 days on 0800 858 723 or visit www.premiumfurniturecare.co.nz

Liquid Spills:

1. Use a dry cloth or towel to blot up all liquid; the cloth will absorb the liquid leaving the area dry and clean.
2. If the spill is not yet completely removed or has already dried-up dampen the area with a few drops of water, then blot/wipe with a cloth till dry.

Food Spills and Chocolate:

1. Using a spoon, remove as much food as possible.
2. Use a dry cloth or tissue to finish cleaning and drying the affected spot.
3. If any residue remains, use a damp cloth to clean the area.

Blood and Milk:

Follow the liquid spill procedure.

Coffee and Tea:

Hot liquids may be absorbed by the fabric faster. Follow the liquid spill procedure.

Vomit and Urine:

1. Use a dry cloth to blot up and remove all liquid.
2. If any residue remains, follow the liquid spill procedure.

Ink, Oil, Grease and Shoe Polish:

If applicable remove as much as possible with a spoon then proceed with the Premium Care Ink, Oil and Grease Spot Remover provided in your kit closely following the instructions on the label. Work slowly and gently. If unsuccessful contact us.

Nail Polish:

We strongly recommend keeping liquid nail polish away from your suite however, if spilled immediately use nail polish remover on a cloth to remove as much as possible. Test for colour fastness of the fabric first. Call us immediately.

Unknown Spills:

If you wish to remove a spill using a method not described above or if something spilled is not listed in this Service Plan, you must call us before acting.

Additional Care Products Note:

If you find that during the term of The Service Plan you require more Spot Removing products, please call us and we will provide further products at no charge to you. Proof of purchase will be required.

For more tips and help on removing stains as well as "How To" videos please visit our website:
www.premiumfurniturecare.co.nz

About Premium Care's Product Protection & Service Plan with exclusive benefits:

1. If you can not remove a stain using the stain removal guidelines it is very important to contact TF Group within 5 days for further cleaning advice, if that proves unsuccessful the TF Group will arrange for a professional technician to remove or repair the stain or damage at no cost to you.
2. If a stain or damage that is covered under the conditions of the Product Protection & Service Plan can not be removed or repaired by an authorised technician, TF Group will re-upholster the affected area with the same fabric or a fabric of your choice up to the same value.
3. If this situation occurs the Product Protection & Service Plan remains valid until it's expiry (**Exclusive**).
4. If the same fabric or a suitable alternative is not obtainable TF Group will replace the applicable furniture that was purchased with the Product Protection & Service Plan up to the value of the original purchase price (**Exclusive**). If this happens the replaced furniture will then become the property of TF Group.
5. If you are not reasonably satisfied with the available choices regarding part or full replacement you can elect for a full refund of the purchase price of your Product Protection & Service Plan. In case of a full replacement or full refund the Product Protection & Service Plan will not continue for the remaining period.
6. The **exclusive** pet damage benefit is limited to one incident and one panel only during The Service Plan period.
7. Additional **bonus** spot cleaning products during the term of The Service Plan. If you require more spot cleaning products please call TF Group who will provide you with further products at no cost to you.

Using the Product Protection Plan:

1. Apply the Fabric Protector immediately after receiving your furniture. Do not use any products other than those recommended with this Service Plan.
2. When an accidental stain or damage occurs during the use of the furniture for its intended purpose, check whether the problem is **INCLUDED** or **EXCLUDED** from this Plan.
3. Clean the fabric as quickly as possible after a spill occurs in accordance with the cleaning guidelines. It is very important that you attempt to remove any spill as soon as possible. If a stain or damage is left too long it may be too difficult to fully remove.
4. A travel charge will apply if you live more than 50km from your selling retailer or the nearest repair agent.
5. Keep the furniture away from direct sunlight to reduce fading of the fabric.

Applying the products:

Apply the Fabric Protector immediately after receiving your furniture. The products are water based and safe when used as directed. Please follow the application guidelines on the product labels and visit the Premium Care website for further information and application videos.

www.premiumfurniturecare.co.nz

Your 7 Year Product Protection & Service Plan works like this:

<p style="text-align: center;">Inclusions</p> <p style="text-align: center;">One off incidents as follows:</p>	<p style="text-align: center;">Exclusions</p> <p style="text-align: center;">Normal wear, tear, fading or malicious damage, including:</p>
<ul style="list-style-type: none"> • Accidental damage such as punctures or cuts. 	<ul style="list-style-type: none"> • Accumulated stains from perspiration, hair and body oils or multiple stains and damage accumulated over a period of time.
<ul style="list-style-type: none"> • Small cigarette burns caused by momentary contact with the fabric. 	<ul style="list-style-type: none"> • Deep or long cigarette burns (indicating that the burn was caused over a longer period of time). • Odors and smells of any type.
<ul style="list-style-type: none"> • Surface damage caused by your pet (one panel per incident and one incident per Protection Plan). 	<ul style="list-style-type: none"> • Unidentifiable stains and damage from neglect or abuse, dye transfer, damage from industrial chemicals.
<ul style="list-style-type: none"> • Accidental stains, from foods, beverages, ketchup and other sauces, ink, cosmetics, glue, bleach, wax, human bodily fluids, pet bodily fluids, paint, tar, bathroom soaps, shampoos and caustic solutions. 	<ul style="list-style-type: none"> • Paint drips caused by failing to cover the furniture while painting above it or nearby. Furniture manufacturing defects including fabric defects. • Stains or damage not notified within 5 days of occurring.
<ul style="list-style-type: none"> • The Service Plan covers the fabric upholstery on the furniture only when it is in your home and being used for it's intended purpose as per the manufacturer's user guidelines. 	<ul style="list-style-type: none"> • Furniture where the Premium Care Fabric Protector has not been applied as per TF Group's instructions or the use of unauthorised service agents. • Use of furniture in a commercial or rental setting.
<ul style="list-style-type: none"> • Re-upholstery with the same fabric if a stain or damage can not be removed or repaired as per the Product Protection & Service Plan. 	<ul style="list-style-type: none"> • Possible colour or pattern variation when re-upholstering with the same fabric due to normal wear, tear and fading of the original fabric.

Privacy statement:

TF Group respects your right to privacy.

We do not share your information with any other companies apart from those who will be directly involved in assisting with any service to your furniture as per Premium Care Product Protection & Service Plan obligations.

This may involve contact via email, phone and home visit relating to the service work to be completed.

Love  *ve*
What you buy
Protect what you *Love* 

To request service

TF Group Limited

Phone: 0800 858 723

or visit

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Proof of purchase will be required

TF Group Ltd is a New Zealand owned company which has been providing furniture protection products and services for over 25 years.