

Premium
CARE[®]

Fabric Upholstered
Headboard & Bed Frame
Protection Brochure

WITH

7 YEAR

7 Year Accidental Stain Protection
7 Year Accidental Damage Repair
Exclusive Store Loyalty Offer

Supplied and serviced by TF Group Limited

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

WHY YOUR PRODUCT NEEDS PROTECTION

Modern upholstery is extremely versatile, with a wide variety of types, from wool and cotton to manufactured fibers.

For peace of mind, an important consideration in purchasing quality upholstered bedroom furniture is to have it protected against stains and accidental damage to retain the natural feel and appearance. **Premium Care Upholstery Protection** will provide that peace of mind.

Premium Care Upholstery Protection can't stop a spill from happening, but it assists in preventing a stain from becoming permanent.

What you will receive:

With the **Premium Care Upholstery Protection** kit you will also receive a **7 Year Service Plan** against accidental stains and damage such as punctures, cuts and cigarette burns.

This kit includes:

Your protection and cleaning products to maintain your furniture's natural appearance, **Premium Care Upholstery Protection & Service Plan** document with stain removal guidelines, also a loyalty voucher which you can redeem at any time.



Premium Care Fabric Upholstery Care Kit



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

1. If you have accidental damage or can not remove a stain using the stain removal guidelines, it is very important to contact TF Group within **5 days** for further 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 upholstery or an upholstery 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 upholstery 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. In case of a full replacement **The Product Protection & Service Plan** will not continue for the remaining period.
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 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 Product Protection & Service Plan** period.
7. Additional **bonus** spot cleaning products during the term of **The Product Protection & 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 Service Plan:

1. When an accidental stain or damage occurs during the use of the bedroom furniture for its intended purpose, check whether the problem is **INCLUDED** or **EXCLUDED** from this **Service Plan**.
2. Clean the upholstery 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.
3. A travel charge will apply if you live more than 50km from your selling retailer or the nearest repair agent.
4. Keep the furniture away from direct sunlight to reduce fading of the upholstery.
5. This service is not applicable to electric adjustable beds.

Applying the products:

- Apply the **Premium Care Upholstery Protector** immediately to the upholstery after receiving your bedroom furniture. Do not use any products other than those recommended with this **Service Plan**.
- 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:

Inclusions One off incidents as follows:	Exclusions Damage due to normal wear, tear and fading:
<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 upholstery. 	<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 Service Plan). 	<ul style="list-style-type: none"> Unidentifiable damage and stains. Damage from neglect or abuse, dye transfer and 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 upholstered furniture while painting above it or nearby. Furniture manufacturing defects including upholstery defects.
<ul style="list-style-type: none"> The Service Plan covers the upholstery on the bedroom furniture only when it is in your home and being used for its intended purpose as per the manufacturer's user guidelines. 	<ul style="list-style-type: none"> Furniture where the Premium Care Upholstery Protector has not been applied as per TF Group's instructions or the use of unauthorised service agents. Use of bedroom furniture in a commercial or rental setting.
<ul style="list-style-type: none"> Re-upholstery or replace the affected piece if a stain or damage can not be removed or repaired as per The Service Plan. 	<ul style="list-style-type: none"> Possible colour or pattern variation when re-upholstering with the same upholstery due to normal wear, tear and fading of the original upholstery. Stains or damage not notified within 5 days of occurring. Odours and smells of any type.

Premium Care Furniture products are manufactured exclusively by TF Group Ltd, a New Zealand owned and operated company who have been providing upholstered furniture protection and maintenance products and services for over 25 years. We pride ourselves in that we only use the latest technologies and products available to provide you with the best possible products and service.

For further Premium Care product information and service
visit

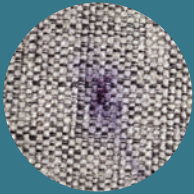
www.premiumfurniturecare.co.nz

or call

09 914 7595

Love What you buy
Protect what you *Love*

Protect me from:

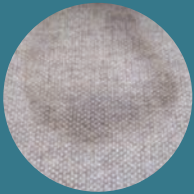


Accidental Stains

Foods	✓	Human Bodily Fluids	✓
Beverages	✓	Pet Bodily Fluids	✓
Ketchup and Other Sauces	✓	Paint	✓
Ink	✓	Tar	✓
Cosmetics	✓	Bathroom Soaps	✓
Glue	✓	Shampoos	✓
Bleach	✓	Caustic Solutions	✓
Wax	✓		

Accidental Damage

Punctures	✓	Cigarette Burns	✓
Cuts	✓	Pet Surface Damage*	✓



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*Conditions apply. BED001/1