

**DOCUMENT**

Congratulations on the purchase of your new upholstered bedroom furniture and selecting the Premium Care Bedroom Upholstery Protection with 5 Year Product Protection & Service Plan ("The Service Plan").

Please read the information provided in this document, it will assist in keeping your upholstered bedroom 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 bedroom furniture for its intended purpose in accordance with the bedroom furniture manufacturer's recommendations.

For full protection of your new upholstered bedroom furniture using our products, please apply the Upholstery Protector **before using the bedroom furniture**.

The Service Plan is supplied and directly serviced by TF Group Ltd. You are also protected by the Consumer Guarantees Act 1993 (CGA).

The CGA protects consumers by automatically giving them basic, guaranteed rights for goods they purchase (Consumer Guarantees) at no charge. Under The Service Plan the CGA would apply to the following goods:

- The Upholstery Protector products,
- The replacement upholstery of the furniture we may upholster after damage occurs.

The CGA applies to goods and services of a kind ordinarily acquired for personal, domestic or household use or consumption and which are not being acquired for resupply in trade, to consume in a process of production or manufacturing, or repair or treatment in trade of other goods and fixtures. Generally, the CGA requires suppliers to guarantee that their goods; are of an acceptable quality; are fit for a particular purpose; comply with any description given or with any sample or demonstration model used; arrive on time and in an acceptable condition; have spare parts and repair facilities available; and are legally able to be sold. If a Consumer Guarantee is breached due to serious failure by a supplier; consumers are entitled to choose between; replacing the goods, or a refund, and to claim compensation for any reasonable foreseeable loss or damage suffered as a result of the failure; or consumers can keep the goods and seek compensation for any reduction in the value of the goods below the price paid. Where the failure is not serious, the supplier can choose to remedy the failure by either repairing or replacing the goods or providing a refund. Consumer Guarantees generally last for an amount of time that is reasonable in the circumstances, given factors including the cost and quality of the goods, the use made of the goods, or any representation made by the supplier or manufacturer.

**Comparison of your rights when your bedroom furniture is damaged:**

This table summarises when you can make a claim under The Service Plan for damage to the upholstery of your furniture, and whether you can make the same claim under the CGA. It includes a summary only and is subject to the terms and conditions contained in this document.

	CGA	Features of The Service Plan
Accidental damage	Not covered	Included
Accidental stains	Not covered	One off instances included
Accumulated damage	Not covered	Not included
Accumulated stains	Not covered	Not included
Pet damage	Not covered	One off instances included for one panel
Repair or replacement of the furniture for accidental damage when cleaning is unsuccessful	Not covered	Included
Acceptable quality of the upholstery protection product	Included	Included
Acceptable quality of the replacement furniture	Included, for a reasonable period	Included
Acceptable quality of the replacement fabric / leather / synthetic material on your furniture purchase	Included, for a reasonable period	Included

**Right to cancel:**

You have the right of return and to a full refund of the purchase price of the goods and Service Plan if within 30 days of purchase you return the unused product, in its original packaging, and Service Plan document to your store. We are not responsible for refunding the cost of any furniture you have purchased.

**Contact us first:**

TF Group Limited, 24A William Pickering Drive, Albany  
Phone: 09 914 7595 or visit [www.premiumfurniturecare.co.nz](http://www.premiumfurniturecare.co.nz)

Harvey Norman Stores NZ Ltd  
Ronwood Ave, Manukau, Auckland

## 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 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 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 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 piece of bedroom furniture that was purchased with The Service Plan up to the value of the original purchase price **(Exclusive)**. If this happens the replaced bedroom furniture will then become the property of TF Group.
5. 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.
6. The exclusive pet damage benefit is limited to one incident and one panel only during The Service Plan period.
7. 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 Service Plan. In case of a full replacement or full refund The Service Plan will not continue for the remaining period.

## Using the Product Protection & 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.

## Applying the products:

- Apply the 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](http://www.premiumfurniturecare.co.nz)

Please register your warranty online at

[www.premiumcarefurniture.co.nz](http://www.premiumcarefurniture.co.nz)

Your unique warranty number is HNBxxxxxxxxxx

## Stain removal guidelines:

### Act immediately to remove spills and soiling.

Please read in conjunction with the upholstery care instructions on the label of your bedroom furniture. In all cases: Blot, don't rub. Use the cloth provided or another white cloth.

If any stain remains after following the guidelines below proceed with the relevant Cleaner/Remove. 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 09 914 7595 or visit [www.premiumfurniturecare.co.nz](http://www.premiumfurniturecare.co.nz)**

### Liquid Spills:

1. While still wet use a dry cloth or towel to blot up all liquid leaving the area dry and clean.
2. If the spill is already dry or not yet completely removed after step 1, dampen the area with a wet cloth then blot/wipe with a clean, dry cloth.

### 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 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 upholstery. 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 here 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.

## Your 5 Year Service Plan works like this:

<h3>Inclusions</h3> <p>One off incidents as follows:</p>	<h3>Exclusions</h3> <p>Damage due to normal wear, tear and fading:</p>
<ul style="list-style-type: none"><li>• Accidental damage such as punctures or cuts.</li></ul>	<ul style="list-style-type: none"><li>• Accumulated stains from perspiration, hair and body oils or multiple stains and damage accumulated over a period of time.</li></ul>
<ul style="list-style-type: none"><li>• Small cigarette burns caused by momentary contact with the upholstery.</li></ul>	<ul style="list-style-type: none"><li>• Deep or long cigarette burns (indicating that the burn was caused over a longer period of time).</li><li>• Odors and smells of any type.</li></ul>
<ul style="list-style-type: none"><li>• Surface damage caused by your pet (one panel per incident and one incident per Service Plan).</li></ul>	<ul style="list-style-type: none"><li>• Unidentifiable damage and stains. Damage from neglect or abuse, dye transfer and industrial chemicals.</li></ul>
<ul style="list-style-type: none"><li>• 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.</li></ul>	<ul style="list-style-type: none"><li>• Paint drips caused by failing to cover the upholstered furniture while painting above it or nearby. Furniture manufacturing defects including upholstery defects.</li></ul>
<ul style="list-style-type: none"><li>• 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.</li></ul>	<ul style="list-style-type: none"><li>• Furniture where the <b>Premium Care Upholstery Protector</b> has not been applied as per TF Group's instructions or the use of unauthorised service agents.</li><li>• Use of furniture in a commercial or rental setting.</li></ul>
<ul style="list-style-type: none"><li>• Re-upholstery or replace the affected piece if a stain or damage can not be removed or repaired as per The Service Plan.</li></ul>	<ul style="list-style-type: none"><li>• Possible colour or pattern variation when re-upholstering with the same upholstery due to normal wear, tear and fading of the original upholstery.</li><li>• <b>Stains or damage not notified within 5 days of occurring.</b></li><li>• <b>Odours and smells of any type.</b></li></ul>

## 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.

The Premium Care Service Plan is not an insurance and does not cover damage or loss due to theft, fire, flood, acts of God, other natural disasters or any event that may be covered by any other insurance.

Your invoice for The Service Plan forms part of the terms and conditions of The Service Plan. Your 5 Year Protection begins on the date that you purchase The Service Plan as recorded on your invoice. The price for The Service Plan is also recorded on your invoice.

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

### To request service

TF Group Limited

Phone: 09 914 7595

or visit

[www.premiumfurniturecare.co.nz](http://www.premiumfurniturecare.co.nz)

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.