

*Premium*  
**CARE**®

**Synthetic Upholstery  
Protection**

**7 YEAR**

**PRODUCT PROTECTION & SERVICE PLAN**

## **DOCUMENT**

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

Please read the information provided in this document, it will assist in keeping your synthetic upholstered 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 Upholstery Protection Cream **IMMEDIATELY** after receiving your furniture.

The Premium Care Synthetic Upholstery 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 Synthetic Upholstery 7 Year Product Protection & Service Plan (The Service Plan) is available only when purchased with new synthetic upholstered furniture. The Furniture Retailer makes no representation, gives no warranty and incurs no liability in respect of TF Group's Premium Care Synthetic Upholstery 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](http://www.premiumfurniturecare.co.nz)**

## Stain removal guidelines:

Please read in conjunction with the synthetic upholstery 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 Upholstery Cleaner. 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](http://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 cloth with water and clean the area, then blot/wipe with a dry cloth till all moisture is removed.

### 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 synthetic upholstery 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:

Apply a small amount of Upholstery Cleaner to a clean cloth and wipe over the spot. 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 synthetic upholstery 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 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](http://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 upholstery or a 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.
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** protection and cleaning products during the term of The Service Plan. If you require more 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 Upholstery Protection Cream immediately after receiving your furniture. Do not use any products other than those recommended with this Protection Plan.
2. When an accidental stain or damage occurs during the use of the furniture for it's intended purpose, check whether the problem is **INCLUDED** or **EXCLUDED** from this Plan.
3. Clean the synthetic 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.
4. A travel charge will apply if you live more then 50km from your selling retailer or the nearest repair agent.
5. Keep the furniture away from direct sunlight to reduce fading of the upholstery.

## Applying the products:

Apply the Upholstery Protection Cream 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](http://www.premiumfurniturecare.co.nz)

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

<p style="text-align: center;"><b>Inclusions</b></p> <p style="text-align: center;">One off incidents as follows:</p>	<p style="text-align: center;"><b>Exclusions</b></p> <p style="text-align: center;">Normal wear, tear, fading or malicious damage, including:</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 Protection Plan).</li> </ul>	<ul style="list-style-type: none"> <li>• Unidentifiable stains and damage from neglect or abuse, dye transfer, damage from 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 furniture while painting above it or nearby.</li> <li>• Furniture manufacturing defects including upholstery defects</li> <li>• Stains or damage not notified within 5 days of occurring.</li> </ul>
<ul style="list-style-type: none"> <li>• The Service Plan covers the 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Furniture where the Premium Care Synthetic Protection Cream 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 with the same upholstery if a stain or damage can not be removed or repaired as per the Product Protection &amp; 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> </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.

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

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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.