



Premium
CARE[®]

**Synthetic Upholstery
Protection**

WITH

7 YEAR

PRODUCT PROTECTION & SERVICE PLAN

- 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 synthetic upholstery is extremely versatile with a wide variety of types and finishes.

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

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

What you will receive:

With the Premium Care Synthetic Upholstery Product 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 Synthetic Upholstery Protection & Service Plan document with stain removal guidelines, also a Harvey Norman loyalty voucher which you can redeem at any time.



Single Kit



Double Kit



Multi Kit

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 & Service Plan:

1. Apply the Upholstery Protection Cream 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 Service 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 than 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

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

Inclusions One off incidents as follows:	Exclusions Normal wear, tear, fading or malicious damage, including:
• Accidental damage such as punctures or cuts.	• Accumulated stains from perspiration, hair and body oils or multiple stains and damage accumulated over a period of time.
• Small cigarette burns caused by momentary contact with the upholstery.	• Deep or long cigarette burns (indicating that the burn was caused over a longer period of time). • Odors and smells of any type.
• Surface damage caused by your pet (one panel per incident and one incident per Service Plan).	• Unidentifiable stains and damage from neglect or abuse, dye transfer, damage from industrial chemicals.
• 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.	• Paint drips caused by failing to cover the furniture while painting above it or nearby. Furniture manufacturing defects including upholstery defects • Stains or damage not notified within 5 days of occurring.
• The Service Plan covers the upholstery on the furniture only when it is in your home and being used for its intended purpose as per the manufacturer's user guidelines.	• 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. • Use of furniture in a commercial or rental setting.
• Re-upholstery with the same upholstery if a stain or damage can not be removed or repaired as per the Product Protection & Service Plan.	• Possible colour or pattern variation when re-upholstering with the same upholstery due to normal wear, tear and fading of the original upholstery.

Premium Care Furniture products are manufactured exclusively by TF Group Ltd, a New Zealand owned and operated company who have been providing 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

0800 858 723

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