

Important information

Whilst PremierCare offers extremely wide benefits, there are some things that we do not cover and a summary of these are:

Commercial use
Deliberate damage
Wear and Tear

Gradual build-up of damage

Key documents you need to read!

This leaflet gives some of the key benefits of Furniture Protection but it does not cover every eventuality so it is important you receive and read the following documents:

- Insurance Product Information Document (IPID) this shows you the key benefits and exclusions of the insurance as well as other important information. You must read this before purchasing the insurance and take this document home with you.
- Important Information Document this provides you with information on what demands and needs this insurance will meet as well as other important information. You must read this document: tick the necessary boxes if they apply to you and then sign the document.
- Terms & Conditions (T&Cs) these give you the full terms of your insurance policy and other important information. You should read these carefully to make sure the cover is right for you. You will be sent these following the delivery of your furniture.

CANCELLATION

You can cancel your insurance and receive a full refund during the 14 days from receiving your Terms and Conditions. Full information can be found in the documents detailed above.

YOUR DATA

The Retailer of the Furniture Protection share your information with the scheme administrators and the insurer for the purpose of arranging and administering your policy and handling your claim.

Further information on how both firms handle your personal data can be found in your Terms and Conditions and also in their Data Protection notices which can be found on their respective websites. Privacy notices can also be requested in writing.

ADMINISTRATOR & INSURER

Policies are arranged and administered by Castelan Limited whose details are shown below. Information on the insurer can be found in the IPID and Terms and Conditions as can further information on Castelan Limited



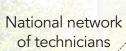
Castelan Limited. Alpha House, Sunnyside Road North, Weston-super-Mare, BS23 3QY Tel: 0370 320 3333 | Fax: 0370 320 0241 enquiries@castelangroup.com | www.castelangroup.com Ref: TLCMULTI 0321 CSN v1 @ Castelan Limited 2021. All rights reserved.



Protecting your investment

Life is for the living and furniture is for using - but accidents happen and things go wrong. PremierCare is designed to ensure that, having invested in your new furniture, you can keep it looking like new for as long as possible.

> One off payment for the whole term



Online claim service 24/7



No call out fees

No excess charges

Products covered

Upholstery

Fabric and Leather (including recliners)





Structural defects

Cabinet furniture Lounge, Dining and Bedroom

Accidental Staining



Accidental damage

Accidental staining

Tea/coffee/hot chocolate

Wine, beer and spirits

Shoe polish

Cosmetics

Tomato ketchup

Soap products

Again, cover starts from the moment your furniture is delivered so you can start enjoying it with confidence. Cover for sudden and unexpected accidents includes (but is not limited to):

Summary of cover

Cover starts from when your furniture is delivered and any stain or spill that happens suddenly or

Blackcurrant & orange juice

Human & animal bodily fluids

Cola & other fizzy drinks

Mineral oil & glue

Curry & pizza

unexpectedly is included. Everyday spills such as (but not limited to):

W Milk

Rips

* Tears

Burns

Punctures

Scuffs

Scratches

Dents Chips Breakage of glass or mirrors

Grease from foodstuffs

Corrosive substances

Chocolate & confectionery

Dye transfer

Bleach

Breakage of frame components

Structural defects

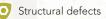
Your new furniture has been made to the highest possible standards but sometimes things go wrong. PremierCare is here to ensure that, once your manufacturers guarantee has ended, you are covered for any defects that may arise - things such as (but not limited to):

- O Breakage or separation of frame components
- Warping
- Breaking or bending of metal mechanisms or other metal components
- O Defective mechanical and electrical recliner mechanisms
- Cushion interiors and webbina
 - Fascias
 - O Broken zips

 - Broken castors

- Peeling of leather and peeling/lifting of veneer
- Unstitching of buttons or failure of any stitching.
- Electronic equipment such as USB's, fridges and speakers











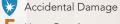
Mattress protector



Carpets

Accidental Staining

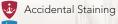
Accidental Staining



5 Up to 5 replacement protectors if stained or damaged

Beds

Mattresses and Bed frames



* Accidental Damage



O Structural defects