

Advanced Furniture Care

**Australia's Most Complete
Furniture Protection**

Terms & Conditions

**6 Year
Furniture
Service
Plan**



ID:

Brought to you by
Advanced Product Services

Advance Your Furniture Care

With Advanced Furniture Care you can relax with the peace of mind that you now have Australia's most comprehensive protection for your recliner, sofa or lounge suite which services you for 6 years for stains, rips, tears and damages for all leather, vinyl or fabric types.

It is very important that you read through this document as it will give you information about your AFC plan as well as tips to remove stains and general furniture care. This Advanced Furniture Care term begins from the date of delivery of your furniture and is not an insurance or extended warranty contract.

What we cover:

We service your furniture at your location for:

- 6 Years accident and damages protection
- ALL Leather and Fabric types, including aniline/semi aniline, microfibre
- Suede, Nubuck, Unfinished leathers
- Pet damage- Multiple incidents
- Fluid damage (humans & pets)
- Structural damages
- 1800 Free Call Stain/Accident Advice Line
- Acids, bleach and corrosive solutions
- Food & Beverages
- Ballpoint Pens, lipstick marks
- Cosmetics & Glues
- Inks & Wax
- Chewing Gum & paint
- Soaps & Crayons
- Cigarette Burns- Multiple incidents
- Up to 8 seats of identical upholstery
- Recliner Mechanisms (electric & mechanical) damage/faults
- Full Replacement
- Transferable to new owners
- Suites up to 3 years old (with receipt)

If your furniture is accidentally torn or ripped we will endeavour to have it repaired and restored to its previous condition. This will be limited by the availability of fabrics and materials in the same colour and style. This AFC service covers the labour and parts necessary to repair the product back to its original state where possible. Repair and or replacement costs are limited up to the original purchase value of your furniture. If at any time full replacement of furniture is required this will terminate the AFC coverage also.

Services not available for:

- Structural faults covered by manufacturing warranty
- Fraud, misrepresentation of any kind
- Loan equipment/products, repairs or replacement over value of furniture.
- Wear and tear, maintenance, cleaning, items that are lost, damaged or stolen as a result of freight, transport or storage

- Consequential or incidental loss or damages
- Flaws/pre-existing faults, manufacturer recalls in fabric or leathers
- Transportation/freight/installation costs or damages or if outside repair network areas.
- Acts of god, fire, flood, theft, sun damage, faulty manufacturing, warping, rust, corrosion, incorrect cleaning products & application, unauthorised repair technicians, fading, damage by rodents and insects.
- Environmental conditions affecting furniture, war or crime related events.
- While moving the product
- Prior to or during delivery of your furniture by manufacturer/retailer/supplier.

Spills and stains conditions: Within 24 hours of noticing any spill or stain you must contact Advanced Product Services to report the incident and to obtain immediate stain removal advice as a condition for a valid claim to be processed. If professional treatment is still required a technician will be sent out to validate your claim and effect any repairs according to the terms and conditions of this AFC. For rips and tears you must report any incidents within 30 days to be validated.

Protection & Maintenance Advice:

1. We recommend initial professional treatment with fabric or leather care products for best barrier protection results and professional cleaning of your furniture every 12 months to ensure maximum protection. (See your furniture retailer for information regarding these products)
2. Vacuum or wipe down your furniture covering on a regular basis to keep it clean from foreign substances that can cause stains and tearing of the furniture.
3. Flip your cushions (where possible) and rearrange your furniture in regular intervals as this will keep them worn evenly.
4. Make sure not to keep your furniture in direct sunlight or in front of cooling or heating devices.
5. Make sure you don't leave any sharp objects on your furniture.

This AFC does not restrict or exclude any conditions, express, implied or statutory warranty or rights for consumers under the Australian Consumer Laws 2011.

Stain Removal Advice

Act fast. Don't let the stain dry, soak-in or spread too far. The longer you wait, the more it settles in.

1. Call Advanced Product Services stain removal and advice line on 1800 911 792
 2. Clear the stain. Use a paper towel and water to absorb/break down any liquids when you've had a spill.
 3. Don't let stains dry. Stains must be kept damp, especially hot tea or coffee stains - once they set it'll be a lot more difficult to remove later.
 4. Use protective gloves and gently move any approved cleaning solution on and around the stained area. Work from the outside in so the stain doesn't spread.
 5. Never press too hard on a stain, or you'll make matters worse. Try not to get the stain area too moist with your cleaning efforts. Use a cloth to absorb any excess liquid.
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Availability: We are not responsible for delays caused by factors beyond our control such as lack of availability/correct matching of fabrics from manufacturers or during holiday and peak periods where repair times may be extended above normal due to the availability of authorised repair technicians or parts. If the product needing repair is outside the normal service regions of the nearest Accredited Repair Technician (ART), then a fee of \$1.20 per km is applicable to be paid by you for additional long distance transportation.

If you are not satisfied with our service please notify our Complaints Department at complaints@productserviceplans.com.au Receipt of your complaint will be acknowledged within 2 business days and we will attempt to resolve it within a further 6 business days.

Start your AFC:

To register your Advanced Furniture Care you will need your Original Receipt, together with your AFC ID, please fax, email or post to: Advanced Product Services PO Box 3138 Waurn Ponds 3216 VIC You can also scan/email your Original Receipt to us at : registrations@productserviceplans.com.au You can also register via calling: 1300 524 990 Fax: 03 8376 6500.

How to Claim:

Please call 1300 524 990 to speak with our customer service representatives between Monday to Friday 9 am to 5.30 pm, AEST, excluding public holidays. You will be required to provide:

- Initial call within 24 hours for stains, or 30 days for rips and tears
- Your name, address and contact numbers
- your original receipt including specific product covered under Advanced Furniture Care
- AFC ID number (found on the front of this AFC document)
- Description of accident or damage

Claims cannot be processed without your AFC ID number and Original Receipt. A friendly service representative will assist you with your claim for processing and a Service Tag Number (STN) will be allocated to you. If your service claim is found not to be covered under the terms and conditions of this Advanced Furniture Care, you may be charged for non-AFC related services. Please refer to this document for full details on the Advanced Furniture Care inclusions.

Your Privacy: We comply with the Privacy Act 1988. The information you provide is used for the purpose of providing you with the full services of our AFC. We do not trade, rent or sell your information. You can check the information we hold about you at any time. If you do not wish to provide this information you can notify us at any time. You are able to gain access to any personal information about you that we have collected. This service brought to you by Advanced Product Services Pty Ltd ACN 149704898.