

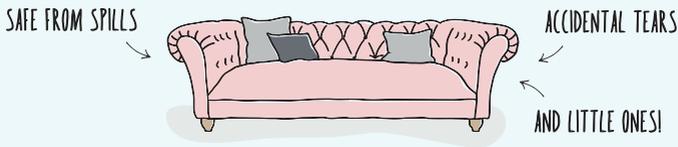
loaf

CASTELAN FABRIC
PROTECTION!




CASTELAN
GROUP

HOW DOES CASTELAN PROTECT YOUR SOFA?



Castelan Fabric Protection covers your sofa against wine spillages, tea disasters and messy TV dinners (and a load of other accidental stains, marks and tears).

Say you accidentally drop your Chicken Jalfrezi all over your beautiful new Loaf sofa. Don't panic. Castelan will take care of it. Here's how:

1. Get in touch.

You can go online or pick up the phone to Castelan's team of friendly experts as soon as is humanly possible. They'll advise you on what the best course of action is. They know lots about stain removal and in some instances will send you their magic stain removal potion to save you waiting around for a technician.

2. Pop the kettle on for the technician.

If the special potion (stain remover) doesn't work, or if you've claimed for accidental damage, they'll arrange for one of their technicians to pop round and get your sofa sorted.

3. Sofa replacement.

If it's beyond help, they'll try to replace the damaged part first (or the whole sofa if the part is not available) as quickly as possible. In the event of a replacement the original lead time is applicable.

WHAT'S MORE...

- You can claim as many times as you need to over 5 years (which is the length of the policy) up to your indemnity value (the price of your furniture) or £15,000, whichever is the lowest.
- There is no excess and you'll have cover for parts, labour and replacement items up to the indemnity value of your policy.
- You only pay a one-off fee and there are no annual renewal charges.

SO WHAT'S COVERED? ✓

Quite a bit, including accidental stains resulting from:

- Drink spills such as coffee or red wine
- Acidic and corrosive liquid such as vinegar and lemon juice
- Food such as that Chicken Jalfrezi
- Ink such as biros, felt tip and permanent marker
- Paint
- Accidental dye transfer from jeans or newspaper
- Make-up
- Wax such as hair wax, candle wax and wax polish
- Oil-based stains such as grease or tar
- Adhesives and glues
- Bleaches and other household cleaning products
- Unidentifiable stains
- Bodily fluids such as blood or vomit (not nice but good to know!)



Accidental damage resulting in scratches, rips and burns including:

PROTECTED FROM ACCIDENTS



- One-off pet damage (not as a result of build-up)
- Burns caused by cigarettes
- Rips and tears caused by keys and belt buckles
- Scratches caused by jewellery

ANYTHING NOT COVERED? ✗

Some things that aren't covered:

- Build-up of dye transfer (such as newspaper print from daily reading of the paper on the sofa)
- Colour change (from exposure to direct sunlight)
- Wear and tear
- General cleaning
- Deliberate damage

Just a note: it's really important to remember that Castelan Fabric Protection is not a substitute for regular care and cleaning.

ANY OTHER QUESTIONS?

- **So who is Castelan exactly?**

Castelan are experts at caring for furniture. They visit around 250,000 customers every year. They've pretty much been there and seen it all.

- **Is Castelan regulated?**

Yes! Castelan is authorised and regulated by the Financial Conduct Authority (formerly the Financial Services Authority). For more information please read the important bit at the end of this document.

- **When does the protection start?**

As soon as you take delivery of your sofa, your fabric protection kicks in. It lasts 5 years and don't forget you can claim as many times as you need up to your limit of indemnity, so you're well-covered!

- **Can I take the protection after taking delivery of my sofa?**

Once your sofa has been delivered to your home, it is no longer possible to take out Castelan Fabric Protection.

- **Do you coat your sofas with one of those protective sprays?**

No! We wouldn't dare cover your beautiful sofa in one of those protective chemical sprays.

NO NASTY SPRAYS HERE...
JUST NATURALLY FAB FABRICS



- **What if I decide to cancel or return my sofa? Will I still be charged for taking out Castelan Fabric Protection?**

If you cancel or return your sofa and haven't made a claim, we will cancel your policy and you will be refunded in full. You can also cancel your policy within 14 days from receipt of Certificate of Insurance (which will be sent to you shortly after your sofa has been delivered). Again, we will refund you in full! Simple.

Q&A CONTINUED...

- **How do I get in touch with Castelan?**

To make a claim, you can go online at www.claim.castelanguroup.com or give them a bell on **0193 441 6614**. They've got a team of experts based right here in Blighty, so they'll be able to get things sorted in a jiffy.

- **How much does Castelan Fabric Protection cost?**

For a full breakdown of costs, please contact one of our Chatterboxes on **0203 141 8300**.



ANY MORE FOR ANY MORE?

If you have any more questions or want any extra advice, call one of our Chatterboxes on **0203 141 8300** or email us at awake@loaf.com

You can now kick back safe in the knowledge that you can invite round even your clumsiest friends and not worry about your squishy new purchase. Brilliant.

Information correct at the time of publication July 2018. The company has a policy of continuous development and reserves the right to change any specifications shown in this brochure. Subject to terms and conditions of trading. See in store for details.

THE IMPORTANT BIT

These terms apply for the full 5 years of your Castelan Fabric Protection. This leaflet contains a brief summary of cover. Please refer to the Certificate of Insurance for full Terms and Conditions, a copy of which is available from your retailer or direct from the scheme administrator, Castelan Limited. This cover is governed by English Law, however EU residents may bring proceedings in their own courts. Castelan Fabric Protection does not affect your statutory rights as a consumer.

Eligibility

To be eligible to purchase this 5 year Castelan Fabric Protection the goods must be for residential use, in a property which is not let or sublet and you must be a resident of the United Kingdom, Channel Islands or the Isle of Man.

Insurer

Castelan Limited is the administrator of this policy and not the insurer. The details of your insurer are in the Terms and Conditions, a copy of which can be obtained from your sales advisor. Alternatively, your insurer will be confirmed on your Certificate of Insurance which you will be provided with following delivery of your goods.

Administrator

Policies are arranged and administered by Castelan Limited which is authorised and regulated by the Financial Conduct Authority in the United Kingdom. Their registration number is 572287. This can be checked on the Financial Services Register at www.fca.org.uk/firms/systems-reporting/register or by calling 0800 111 6768.

Claims Limit

You are covered for cleaning, repairs or replacement up to a maximum of £15,000 or up to the original purchase price of the damaged product, whichever is the lower in settling one claim or total claims.

Making a claim

Our primary objective in the event of a claim will be the restoration of your furniture. You should contact us on 01934 416 614, within 72 hours of discovery. We will then offer you a mutually convenient appointment for one of our experienced specialists to call and rectify the problem. Where the accident is likely to result in a stain, please act immediately; remove any solid matter and soak up any moisture using a clean white cloth or absorbent tissue. Do not rub or use household cleaners or abrasives. Stains can be limited at this point using the blot and dab action.

Exclusions & Limitations

(A full list of exclusions can be found on the Certificate of Insurance under section 5). Any claim for or resulting from the following will not be valid:

- 1 Damage caused deliberately by any person or child other than the first incident of deliberate damage by a child covered under this insurance;
- 2 Any damage resulting from wear and tear;
- 3 Neglect, abuse, or misuse of the product;
- 4 The effects of sunlight, wind, weather, rusting, radiation, building fire, smoke damage, flooding or corrosion upon the product;
- 5 Structural defects in products manufactured with a defective design or specification;

6 Changes in colour of any part of the product caused by sunlight, perspiration, natural hair and body oils or wear and tear;

7 The gradual accumulation of stain or dye transfer or by accumulated multiple stains or by unidentifiable stain(s);

8 Stains caused by dye transfer unless resulting from sudden contact with clothing or newspaper and magazine print;

9 Accidental staining or accidental damage to products used in a food preparation area;

10 Accidental staining or accidental damage caused by the use of incorrect or inappropriate cleaning products or cleaning methods;

11 The removal of any odour even where caused by a stain;

12 Any transit damage;

13 Damage caused by pets after the first incident of pet damage covered under this insurance (except accidental staining caused by pet fluids);

14 Damage caused by any animal other than your pet(s).

15 Natural characteristics of leather such as brands, bites, tick marks and opened scars;

16 Costs, expenses or any other financial loss, such as loss of earnings, other than the cost we agree for cleaning, repairing or replacing the product;

17 Use of the product in business premises or in residential premises which you let or sublet;

18 Use of the product outside the United Kingdom, Channel Islands and the Isle of Man;

19 Damage not consistent with the original claim or misrepresentation of an occurrence

20 Service costs where having arranged for the attendance of a service provider they are unable to gain access to the furniture. In such instances you will be responsible for the cost of the service request to the service provider before they will re-attend. The administrator's standard missed appointment fee is £20.

Complaints

If you have a complaint, please phone 01934 416 614, send an email to customer.care@castelanguroup.com or write to Castelan Limited, Alpha House, Sunnyside Road North, Weston-super-Mare, BS23 3QY, United Kingdom. We will do our best to resolve this to your satisfaction but if you remain dissatisfied we will give you information about referring your complaint to the Financial Ombudsman Service.

Cancellation

You may cancel this insurance and receive a full refund of any premium you have paid by returning to the store where you bought the product, together with the sales receipt or invoice and the Certificate of Insurance, within 14 days from receipt of your Certificate. No refund of premiums will be made if you have made a claim or if you cancel the policy at a later date.

Compensation Scheme (UK residents only)

The insurer is covered by the Financial Services Compensation Scheme (FSCS). The FSCS is a safety net for customers if we are unable to meet our liabilities. You may be entitled to compensation in these circumstances depending on the details of any claim. Further information about the scheme arrangement is available from the FSCS.

Calls may be recorded for quality control and training purposes.

This information is for advertising purposes - full terms and conditions are available on request.