

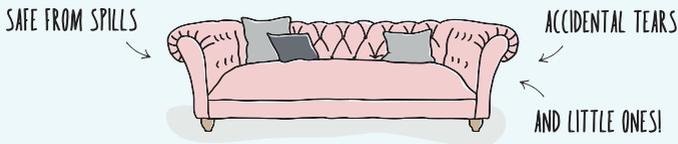
# loaf

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
- 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.

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

To make a claim, you can go online at [www.claim.castelanguroup.com](http://www.claim.castelanguroup.com) or give them a bell on **01934 416 614**. 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 the Castelan Fabric Protection cost?**

For a full breakdown of costs, please contact one of our Chatterboxes on **020 3141 8300**.



## ANY MORE FOR ANY MORE?

If you have any more questions or want any extra advice, call one of our Chatterboxes on **020 3141 8300** or email us at [awake@loaf.com](mailto: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.

**We've created this leaflet to tell you why we like Castelan. To understand how to make an informed decision about this insurance you should read 'key documents you need to read' on page 5.**

## YOUR DATA

Loaf will share your information with the Castelan Fabric Protection 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 & Conditions and also in their Data Protection notices which can be found on their respective websites. Privacy notices can also be requested in writing.

# KEY DOCUMENTS YOU NEED TO READ!

Castelan Fabric Protection does not cover everything so it is important you receive the following:

- **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 the document home with you.
- **Demands and needs statement** - This provides you with information on what demands and needs this insurance will meet. You must read the three points below and be comfortable that the statement meets your personal needs.
  1. You wish to protect your Loaf furniture from the risks explained in this leaflet and understand that this insurance falls outside the scope of our statutory or contractual obligations.
  2. You wish to protect your Loaf furniture for the duration of the policy, safe in the knowledge that you will not be required to pay a claim excess or affect any form of no claims bonus which may apply on a contents insurance policy.
  3. You understand that the insurance provides specific cover for the Loaf furniture being purchased and is not a general maintenance contract.
- **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.

## ADMINISTRATOR & INSURER



Policies are arranged and administered by Castelan Limited. Information on the insurer can be found in the above documents as can further information on Castelan Limited.

Information correct at the time of publication Oct 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.