



Staingard Furniture Protection Schemes

The 'end to end' solution for furniture retailers



The experience that counts

THE SKILLSET TO DELIVER

The Staingard Warranty Group unites the most experienced team of furniture care experts to provide retailers with the opportunity to offer their customers the best furniture care, protection and repair services combined with the best sales, marketing and management structure.

The perfectly named 'Staingard' brand has been developed to offer the furniture sector a complete solution to furniture protection, providing the highest quality care products, programmes and levels of cover, backed by a personal service, staff training and bespoke retail support.



Our objectives are to provide Flexible Schemes with:

- ✓ THE BEST COVER FOR THE CONSUMER
- ✓ THE BEST INSURED PRODUCTS
- ✓ THE BEST CARE PRODUCTS
- ✓ THE BEST ADMINISTRATION
- ✓ THE BEST SERVICE NETWORK

PLUS

- ✓ DEDICATED ACCOUNT MANAGEMENT, TRAINING AND SUPPORT
- ✓ A COMPETITIVE COST STRUCTURE



We are proud to introduce **Staingard** comprehensive furniture protection schemes to furniture retailers. You can offer your customers complete peace of mind by providing the best furniture care products and care plans with up to 5 years protection against accidental damage, staining and structural defects.

Accidents can happen to anyone, to anything, at anytime, so by offering **Staingard** you can put your customers minds at ease, secure in the knowledge that if the worst happens, their furniture is protected by the best in the industry.

THE STAINGARD PROMISE

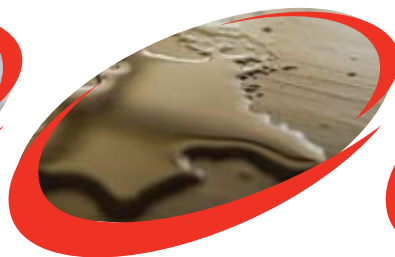
The Staingard Warranty Group is totally committed to the UK furniture market and remain focused on its core delivery of exceptional service to retailers and their customers.

We support retailers through competitive pricing structures which allow generous mark-ups, the most comprehensive cover in the industry, a national network of repair technicians and a dedicated, professional account management and training team.

OUR KEY DRIVERS

Our aim is to provide the most comprehensive warranty service from start to finish to help protect your profits and your customers purchase.

We are dedicated to 100% resolution of customer problems, be it advice over the phone, by sending out a repair technician or complete replacement if the damage is irreparable. We are fully supportive of the principles of TCF associated with the sale of extended warranty products.



Staingard – the comprehensive protection scheme offering complete peace of mind with the best furniture care products and a 5 year cover programme protecting your customers against accidental damage, staining and structural defects.



*Whatever furniture your customer selects
Staingard Protection Schemes are supported
by the the best names in the industry.*



Claims handling made easy

TAKING THE HASSLE OUT OF CLAIMS

Underpinning our offer is the delivery of HFR's state of the art claims management system. From the initial call the consumer makes, to the appointment of a technician, the HFR system ensures that the claimant is treated with fairness and impartiality at all times.

Dedicated claims lines are assigned to all schemes and claims reporting will be by retailer and type in addition to conventional underwriting reports. Claimants can also register claims on line or by email.

Comprehensive repair network

A PASSION FOR PERFECTION GUARANTEED

With technicians strategically located all over the UK we are able to provide a fast and effective customer response to delivering a professional on-site furniture repair service.

Our technicians are fully trained in every aspect of furniture repair, be it cosmetic or structural and each repair comes complete with our unique **Passion for Perfection – Guaranteed!**

Calls and enquiries are processed with the maximum efficiency at our centrally located call centre, which also boasts a second to none, furniture repair facility to deal with major repairs that require extensive work.

Getting the job done



THE HFR MARKET LEADING ADMINISTRATION SYSTEM

HFR has revolutionised the way it delivers its business proposition via its class leading web portal. This offers clients a valuable resource providing a system in real-time where job details are updated instantly.

Our reports are fully comprehensive and contain images. We use a unique fault code and sub-fault code which enables us to produce extremely accurate KPI reports which are specially tailored to assist your company with quality control and expenditure.

- ✓ Processing of retailer data
- ✓ Certificate production and issue to customer
- ✓ Invoice production
- ✓ Premium collection
- ✓ Premium disbursement
- ✓ Risk bordereau production for insurer
- ✓ Customer database management
- ✓ Policy amendment and cancellation
- ✓ Policy data provision for claims purposes
- ✓ Maintenance of claims float from insurer
- ✓ Full web enabled functionality
- ✓ All systems can be configured to meet client needs

Our sophisticated online booking system further improves the service that we provide to you and your customers.



Complete and comprehensive

STAINGARD AT A GLANCE

- ✓ Total furniture care and protection
- ✓ Full 5 year warranty scheme
- ✓ Centrally located UK claims centre
- ✓ Service starts and ends with us
- ✓ Nationwide repair network
- ✓ Dedicated customer service and response
- ✓ Total retailer support and training
- ✓ Account management and aftercare
- ✓ State of the art administration system
- ✓ Highly competitive rates



Gain the competitive advantage with the most cost effective and comprehensive furniture protection schemes from the **Staingard Warranty Group**.



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