

# Guardsman Success Stories

# HAVERTYS

FURNITURE®

Consumer	City	State	Retailer	Story
A. Truelock	San Antonio	TX	Havertys	I bought this with the purchase of my new furniture, thinking I would never really use it. After our first family holiday, however, I found a mysterious dark stain on my loveseat cushion. After finishing my hissy fit, I called Guardsman and got the paperwork started on the cleaning. The paperwork was relatively significant, and the wait time was more than I would've liked, but the stain came out beautifully! And I must say, it's comforting to know Guardsman will always be available to help keep my furniture looking new.
D. Coffin	Lubbock	TX	Havertys	Something was spilled on my dining table and left 3 inch spot where the finish and top layer of wood was damaged. The guy that came to do the repair did an amazing job. You can hardly see where it was. He was very accommodating to meet my needs on when to come to my house. They repair it right in my kitchen and was careful to not leave a mess when sanding and cleaned up afterwards.
G. Crenshaw	Richmond	KY	Havertys	With animals it was a no brainer to purchase this warranty.
S. Gillen	Brandon	FL	Havertys	Guardsman protected our brand new platinum leather sectional against a stain from nail polish. Their technician was prompt, professional, and most importantly got the job done! Would recommend this product highly!!
R. Albrecht	Andover	KS	Havertys	The technician came shortly after we called, took care of the issue, and there's no longer a scent or stain on the loveseat cushion.
W. Mullins	Pineville	LA	Havertys	We totally lost our marbles when we bought oatmeal colored chairs to go with our table, however, Reggie our salesman told us what everyone else didn't know. We could invest in Guardsman Gold Plus. It has totally given us our marbles back. We clean up little spills with the great cleaner we got when we purchased the chairs but we have loved the option to have them professionally cleaned when the spray hasn't been enough.
A. Carpenter	Huntersville	NC	Havertys	Protection really works! Easily removes food and ink stains. Service for cleaning was quick and easy. Highly professional!
R. Smith	Roanoke	VA	Havertys	The appointment was setup the technician showed up on time , our chair was cleaned to perfection
C. Preston	Ashburn	VA	Havertys	Our experience with the Guardsman tech was great. She was very timely, communicative, and did a great job.
A. Taylor	Saint Augustine	FL	Havertys	When I moved from a big house in Atlanta to my downscaled home in St Augustine, I had to downscale my furniture too. One purchase was a sofa which offered the Guardsman package. I hesitated because so many previously purchased safeguards and guarantees had been miserable disappointments. (Gone out of business, or invalid for example.) So I was pleased to see this plan was in effect - and a technician out reassuringly to my home. The prominent pet stain - complete with odor - was vacuumed clean, sprayed, dried - including cover, cushion front and back. This is the first review I have ever written . But I was so surprised, pleased and fortunate that my couch was saved, I'm glad to enter this recommendation. By the way, I had misplaced paperwork, plan details etc. and there were no tags on my sofa to identify it to Guardsman. I managed to get a phone number from a box on an ancillary cleaning product. The service person on phone was reassuring and the technician really pulled through with a thorough job and explanation of the product. I was two years into a 5 year plan and thank Guardsman and my presence of mind to buy the plan at my purchase. Highly recommend. Never know when sick Siamese, or any other misadventure, might occur. So I can say with strong conviction, this company understands what they might be up against. So hurray to the chemists, technicians and employee team for saving the day (and my couch.)
G. Sewell	Springville	AL	Havertys	I had my recliner about 2 years and a motor stopped and I couldn't recline again until it was repaired. Everything went smoothly as I contacted the company and they schedule a repair date and time. The gentleman was on time and it only took a few minutes for him to have my chair fixed. Very satisfied customer!
B. Hay	Hull	GA	Havertys	Great plan, glad I purchased it. Turned out to be needed and useful.
D. Gilmore	Largo	FL	Havertys	We purchased the protection plan when we purchased the dining room furniture last year. In moving the set from the kitchen to the dining room, I managed to damage the table. No fun telling the hubby about that! Had almost forgotten about the protection plan. Gave them a call and they sent the tech out to fix it up. He was thorough and matched the color to perfection. A protective coating was sprayed on, a bit smelly but did the job! The only difference we have from the original is that the area that was fixed has a different feel than the rest of the table top. Thanks Guardsman!

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B. Wikoff	Milford	OH	Havertys	We bought our electric reclining couch 4 years ago. We totally love it. The one side started making a clicking noise when extending the one foot rest. We had purchased the Guardsman Gold Plan, so we called in about the problem. We received a phone call from the technician. He came to our house, was very courteous and knowledgeable about our problem. He took the couch apart, re-worked the broken part, and our couch is doing just fine. Thank you Guardsman Gold Plan and technician. Best plan available!
K. Valero	Arlington	TX	Havertys	My son was sick and vomited tomato soup all over our white and gray rug one evening. I called Guardsman the next day. The rep that I spoke to was extremely friendly and helpful. She looked up my purchase and got a tech scheduled. The tech contacted me with an arrival timeframe and kept me informed on when he would arrive. He was able to remove all of the red stains (and it was a lot). He made sure to go back over any areas that I still saw until the stains were gone. The protection plan was definitely worth purchasing and I would absolutely recommend it to everyone.
M. Warnock	West Palm Beach	FL	Havertys	Bought a lovely couch, and got the Guardsman Gold plan to protect it. Had a football party and one of my large guests, in a heated moment in the game, sat down pretty hard, dislodging the framing under the couch.  Followed the procedure with Guardsman. When I called, they already had the records of my plan, which was great. Scheduled a service tech to come. He was fantastic--quick, competent, and even offered to come back and check on the repair later if I wanted him to. No need. Everything is patched up just fine.
D. Bero	Athens	GA	Havertys	This is a recliner purchased 2 years ago so 1 year store warranty had expired. Contacted Guardsman through email. Filled out form and received immediate reply, date was set up for technician to come and repair recliner. Repair took about an hour. He was extremely polite, and completed the task. Also told me if I needed more assistance to contact them and they would return. Needless to say I was very satisfied with the whole transaction. It is so gratifying to work with a company that stands behind their product and hires technicians that are courteous. I will be using this company with any furniture purchases in the future. Thank you.
D. Phillips	Naples	FL	Havertys	The man that repaired my nightstand did an amazing job. It looks brand new again. Thank you
T. Byers	Prairieville	LA	Havertys	We noticed that something was sticking out a bit on the back of our couch. We thought it was a loose spring. We called and told Guardsman and they helped us address it right away. The claim process is so easy and the forms are clear and to the point. We sent in the information and within no time we had an appointment set for the following week. The furniture repair person was on time and courteous. He knew the problem and was able to fix it on site within 15 minutes. (There was a board that had shifted and a corner of it was poking out a bit, making a lump in the back of the couch. He worked around all of us (2 adults and 2 toddlers). It didn't even interrupt our routine. We are so happy to have that taken care of so quickly. I appreciate that Guardsman understands how busy people can be and doesn't waste our time. My favorite part of the whole process was that it was done right and I don't have to worry about it again!
D. Kelley	Winder	GA	Havertys	We recently had a problem with a spring in our sofa. Your service tech was outstanding. He repaired it perfectly and was very helpful and informative
J. Serafin	Birmingham	AL	Havertys	I bought a protection plan with my furniture. When the leather dye on the leather sofa became discolored, I expected to be told it was not covered or could not be repaired. However, a repair person was sent out in a timely manner. He was well prepared and took about 15 minutes to fix the problem to my satisfaction. I am very pleased with the service
L. Greyson	Mckinney	TX	Havertys	Great service with phone representative, easy, online claim forms and superior service from technician who repaired our furniture.
J. Mills	Port Orange	FL	Havertys	Bought furniture and the leather seemed stain for no reason
T. Byers	Prairieville	LA	Havertys	Had a LazyBoy chair needing repair and was very pleased with the customer service agent sent to perform the repair. It was completed in a timely manner and looks great.
A. Shields	Atlanta	GA	Havertys	I buy a warranty agreement with all of my purchases through the years with Havertys. Excellent and knowledgeable service representatives that come out.

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M. Hightower	Jacksonville	FL	Havertys	I purchased the Guardsman Gold Plan almost 3yrs ago and I'm thankful that I did. I recently moved and discovered that the framing on sofa and chaise had broken off (not sure how this happened). Anyhow, I contacted the customer service and received the instructions on what to do to file a claim, very simple process (which is a plus). I submitted the requested documents online. About a week later I received a call from the technician to schedule my appointment for repair. The tech was very flexible with scheduling as well as very professional!!! Once the tech arrived, he immediately went to work and was done in no time. Very satisfied with having the protection plan, and would definitely recommend it.
D. Etue	Zachary	LA	Havertys	The service was excellent! The technician corrected the problem in a few minutes and was very pleasant.
E. Rydh	Ponte Vedra	FL	Havertys	I bought this plan three years ago. All I had to do you give Guardsman a call and fill out the paperwork. The service technician called and set up a time to complete the work. He was friendly and did great quick work. He fix things I didn't even notice were something he could fix.
C. Wheatcraft	Fort Myers	FL	Havertys	Our little dog, CoCo, is a 10lb member of the family. She usually sits in the same place but one day she decided to sit on the sofa. What was left when she jumped down was a large wet spot. I "thought" that I had taken care of it but several days later, a dark circle appeared around the edges. I called my Guardsman salesperson and things couldn't have been easier. An appt. was scheduled and a VERY professional young man came to the house. After working on it for about 45 minutes, he asked us not to sit on it for the next 24 hours. After that - Voila ! No more stain on the fabric. It just couldn't have been easier or better. I'm so glad I got this protection with my furniture !
S. Sorrels	Boynton Beach	FL	Havertys	I purchased my sofa a few years ago, my dog had an accident, the smell was horrible and it left a mark. We called the store where we purchased the sofa they gave us the info we needed for Guardsman, with in a week they were there. The technician was pleasant and did a wonderful job. Our sofa looks brand new!! Very happy we decided to purchase the Guardsman Gold Plan!!
N. Anderton	North Richland Hills	TX	Havertys	The technicians were prompt and very knowledgeable. Had the foot lift release repeated in a short time period. They were courteous and prompt.
S. Mccray	Cary	NC	Havertys	We purchased our furniture and debated purchasing the Gold Plan. We are thrilled that we did because unfortunately we had a completely unexpected incident with a pet that heavily soiled the furniture. It still looks like new.
Kerri B.	Louisville	KY	Havertys	Great service Response time they're great results.
Debora V.	Charlotte	NC	Havertys	We were thrilled with our awesome wool area rug from Havertys, added just the right amount of color to the room and pulled together the furniture beautifully! But alas, 2 weeks after arrival my husband dropped a blob of red jello with cranberry sauce on our rug. Bad part was it was an hour later when we realized it was there - on a light grey section of the rug. UGH, Ghastly to look at. Needless to say my husband was walking on eggshells around me as I was steaming about the rug.  Thankfully, we had purchased the Guardsman Gold Plan and within a few days after calling a very helpful technician came and professionally removed the stain - all was good as new and my husband was able to once again breathe!!!  Thank you Guardsman for saving our marriage!!!
Alejandro A.	Mount Juliet	TN	Havertys	I called for them to clean a spot and they sure did send someone out. Thank you!
Daniel C.	Springfield	MO	Havertys	Great job by the technician coming in and repairing the finish on our coffee table after the corner chipped off. It looks great and he put a poly on it that's gave the whole top a great shine and coating.
Cameron M.	Falls Church	VA	Havertys	Accidental spill of floor cleaner resulted in a crusty sofa arm. We called Guardsman and they promptly scheduled an appointment for someone to come out. We received a 4 hour window, they called 20 min before they arrived and arrived within the scheduled time. The technician assessed the sofa arm, asked to see the cleaner, steamed the arm 3 times. Told us to let it dry overnight and once it dried, if the arm was not restored to give him a call. The sofa arm is in great shape, as if it never happened. Could not recommend the warranty or company more, we are very pleased.
Phyllis G.	Woodstock	GA	Havertys	We are very pleased with your treatment of our furniture that we bought a Havertys. I have called upon you to remove some rather immediate stains and they were gone in no time.
Roberto C.	Sanger	TX	Havertys	Bought my couches through Havertys and bought the protection. Their products are very good. Had to use the protection for a loose button. They were able to send someone out after a week or so and they did a great job.

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Suzanne M.	Anniston	AL	Havertys	We purchased a four-piece sectional with electric recliners on either end four years ago. Rather suddenly, one of the recliners ceased working! Fortunately, in the "down" position. I was thrilled to still have the coverage and doubly thrilled when the technician came. Guess it was a "magic" fix, because he found nothing wrong after prodding, poking, unplugging, etc., but when he pushed the lever, it worked! I will continue to pay close attention, because I don't want this to happen again. The technician was a marvelous representative of the company. Friendly, helpful, on time, and presented well.
Pamela S.	Concord	NC	Havertys	Alex did a great job on a small pet stain. Looks brand new.
Brian/Carrie B.	Fort Worth	TX	Havertys	Both service workers were polite, quick, and friendly. They were knowledgeable and pleasant to talk to. They were in and out within a 1/2 hr less.
Jimmy T.	Phoenix City	AL	Havertys	My power recliner went out and I put in a service request and the came out and replaced the switch and was in and out in 15 minutes.
Katie K.	Baltimore	MD	Havertys	The technician was friendly and courteous. He was efficient and able to remove my stain. I was very pleased with the service.
Leah F.	Tucker	GA	Havertys	Purchasing the Guardsman Protection Plan when I purchased my bedroom furniture was the right move! My furniture was purchased about 4 years ago and has held up very well, however, the tops of my nightstands sustained some minor water damage. The process to get it fixed went very smoothly and I am very pleased with the results!
Brian S.	Crofton	MD	Havertys	Needed a repair on my Curio, they did a great job!
Mckinzey C.	Austin	TX	Havertys	We've had our leather couch for about two years, and I noticed a small tear along the seam. I called Guardsman and sent them a few pictures according to their easy instructions, and within a week, we had an expert at our house who repaired it free of charge. It was so easy to schedule, and there was no hassle about whether this was covered. I felt so relieved to get this done quickly and easily.
Kevin C.	Marietta	GA	Havertys	Bought a living room set over a year ago. Guardsman Tech came out and did a great job fixing a cut in our sofa.
Frank B.	Johns Creek	GA	Havertys	I purchased an executive desk from Havertys with Guardsman protection. Within a year the desk had become scratched. Guardsman came out, repaired the surface, and the desk looks good as new. Very good investment.
Eileen C.	Mineral	VA	Havertys	Sure, it would be great to get a reward for my review. But here's the real and honest deal: I had just spent a significant amount of money on a couch I love and expect to last me a good long while and within a month, had to call on Guardsman to "fix" a problem. I am over the moon with the service I received. Guardsman was prompt in response, and continued to be in contact with me up until they arrived. My Technician was friendly and professional and efficient and fixed my problem to my fullest satisfaction. Money well spent!
Rustin C.	Fort Walton Beach	FL	Havertys	I had a switch go out on my electric recliner. Repairman was early, knowledgeable and friendly.
Joel C.	Richardson	TX	Havertys	I purchased the furniture protection plan through Guardsman and had to use it a few times. Every time it was an easy process and I got a quick response!
Mary B.	Cape Coral	FL	Havertys	Had 2 small spots on my leather sofa where the top of the leather had peeled. The tech Guardsman sent spent so much time mixing colors and making sure it was right. You cannot see where the repair was done. Couldn't have been more pleased.
Monica L.	Prattville	AL	Havertys	Service to my piece of furniture was outstanding, and I'd call on them again.
Patrick K.	Brandon	FL	Havertys	Purchased this plan 2 yrs ago or so, and they came through, fixed the issue but still waiting for replacement item of damaged seat cover.
Monica L.	Prattville	AL	Havertys	Service to my piece of furniture was outstanding, and I'd call on them again.
Joel C.	Richardson	TX	Havertys	We bought this coverage and have not regretted it. Technicians are quick to come to the house and do a very good job
David F.	Cornelius	NC	Havertys	The technician that came out to repair our cuddle corner couch that is part of our sectional was so attentive. While the Guardsman didn't cover our specific need he still went over and above to help me remedy the problem!

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Susan J. G.	Port St Lucie	FL	Havertys	We purchased the furniture two years prior. We were pleased not only with the price but the materials and workmanship. We noticed that the right arm of the love seat had developed a number of small spots, we attempted to clean the area with the solution the seller had provided and that made the small spots into larger discolored spots. We contacted Guardsman, provided photos and filled the required paperwork to replace or repair the item. After a short wait, Guardsman replied and set up a date for a technician to come and repair the item. The technician arrived, inspected the furniture and decided to repair the spots using a small compressor, an air brush, and special liquid to match the color. In approximately one hour, he (the technician) had covered to spot and advised up to allow for one more hour for the material to cure. The technician a young man from Miami, was courteous and polite. Explained the process and instructed us on what to do to care for the area. We're totally pleased with the work and the match to the original leather. It is impossible to tell were the damaged area was. A perfect job and we're happy. I believe the technician's name was Jason. Thank You.
Meghan G.	Stanton	TX	Havertys	Amazing service! Quality work! It was easy to file a claim and they were quick to come out and fix it.
Randy N.	Milton	FL	Havertys	I bought a power reclining sofa, dual reclining love seat and chair from Havertys a little over a year ago. We love the set and have been pleased with its performance until several months ago when my husband was reclined in his reclining side love seat and pushed the power button and it would not go into the down position. We had purchased the protection plan with Guardsman thru Havertys and I called them immediately. They took my information, emailed me the necessary paperwork and within a short time frame scheduled my repair. The repairman called, set up a time and was here promptly and within a very short time my chair was repaired and it was hassle free. Very professional warranty company.
Ann W.	San Antonio	TX	Havertys	I could not believe the perfection in this man's hands . I am still cannot believe his magic hands. You cannot even find where he repaired it. Soooo happy I purchased this policy.
Ashley R.	Duluth	GA	Havertys	We have a toddler and I love knowing that whatever mess my kid makes is covered by this plan. He threw up on the couch and it was covered!
Lauren H.	Rowlett	TX	Havertys	Guardsman is great but the turnaround time is really slow. I put in a claim and it took over two weeks for someone to contact me. Once they did contact me however, I got my furniture cleaned very quickly and it looked phenomenal.
Jack K.	Delray Beach	FL	Havertys	Purchased eight white dining room chairs with glass table. Friends were having coffee and cake. Our friend spilled his coffee cup all over the white chair he was sitting in. He was devastated and very concerned.  I said not too worry. We had insurance.  I called filed a report. Someone came a few days later. Perfect you would never know it had been stained
Rebecca M.	Celina	TX	Havertys	Really liked the service, they did a great job on cleaning it, making it look like new. Only had some issues with how many hoops we had to jump through to get what we needed done. If you have more than one spot, make sure you report it all on the first contact or call because they will not do that service after service is called. You have to do another form and call to get that issue dealt with. All in all, great service and easy to work with.
Christina S.	Denton	TX	Havertys	So glad I have this protection with a white couch. The technician that removed the stains was professional and great to deal with. I recommend this to anyone that gets white furniture.
Dennis K.	Blacklick	OH	Havertys	We selected the extended all coverage Guardsman warranty at the time of our table purchase, recognizing this was a large investment. Somehow someone (since of course, no one wants to fess up) split fajita oils on my beige linen dining room table chair cushion. Having remembered the warranty was still active on our purchase I reached out to Guardsman. I was pleasantly surprised with the ease of filing the claim, I filed right from my phone! After submitting photos, they sent a tech to our house, on a Sunday evening to clean the stain right away. The service was wonderful, the tech was professional, and most importantly the stain was completely removed! Thank you Guardsman for guarding our home from grime on the seats!
Talia M.	Virginia Beach	VA	Havertys	I am very pleased with the outcome of everything, the stains and urine of my dogs came right off! I was extremely satisfied.

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Marcus B.	Orlando	FL	Havertys	The Guardsman protection plan was very easy to use. The person who came to fix the furniture was very friendly and professional. He arrived at the appointment time and kept me inform of what he was doing..
Randy O.	Columbus	OH	Havertys	Service guy did a good job to sew the leather chair for less than an hour to complete this professional way.
Nancy K.	Raleigh	NC	Havertys	I had accidentally dropped a chocolate milkshake on my cream colored dining room rug. It was a mess. However, the technician arrived on schedule, was very courteous and was able to remove all stains from the carpet.
Susan/Jerry W	Port Charlotte	FL	Havertys	Taught how to spot clean my couch. What to use for best results.
Kathy D.	Mobile	AL	Havertys	The two men who repaired my dining room furniture were very efficient & made the repairs in a timely manner.
Sharon K.	Clearwater Beach	FL	Havertys	I bought this upholstered recliner a little over a year ago. Unbeknown to me, someone spilled something on the seat and the technician removed the stain completely. There was no residue left and the chair looks like it did when I purchased it. Fantastic work!
Diana P.	Nolensville	TN	Havertys	Purchased Guardsman Gold with new furniture purchase and when stains and seam separation occurred, issues were addressed quickly and down well
Thien S.	Lewisville	TX	Havertys	Pros: The service is great. The website is easy to navigate. The company is quick to respond to the service request. I used the service 3 times and each time was a great experience. The person who calls to set up the appointment is friendly and accommodating. Once the appointment day is made, the technician responds quickly to set up a perfect time. The technicians are professional and polite. Eric did a great job on my fabric couch. After the cleaning, my couch looked brand new. He also gave me great advice on a lent remover. I am glad I purchased this service and would recommend this service to anyone.  Cons: Uploading the pictures on the website is time consuming. Sometimes you have to change the size of the picture.
Vita C.	Little Rock	AR	Havertys	I bought my couch and was urged to buy the Guardsman plan - so glad I did! one of my pillows unraveled at the seam and it was covered!
Patricia G.	New Braunfels	TX	Havertys	Our double lounge chair developed a short and Guardsman responded with a technical professional who came to our house and fixed the problem. Great service, top technicians.
Carol C.	Temple Terrace	FL	Havertys	The man came out and immediately understood our problem, and then he fixed it. Imagine that!
Alan C.	Pflugerville	TX	Havertys	My couch needed steam cleaning because of dog paw and drool stains. Very convenient to have technician come over to clean it. He did a great job and even gave me tips for at home to maintain the furniture.
Ted J.	Leland	NC	Havertys	Technician was skilled, pleasant to work with and prompt. Great service to back up great Havertys product.
Debbie G.	Lugoff	SC	Havertys	I purchased the coverage when I bought sofas at Havertys that I love love love then the handle Broke in my hand I'm like what but made the call Boom fixed
Lisa H.	Nashville	TN	Havertys	The cleaning technician was able to fit us in soon than expected so that the couch that our dog threw up on was cleaned before my in-laws came in town. He was quick, efficient and made the couch look like nothing ever happened. We were very pleased!
Tiffany A.	Orlando	FL	Havertys	I bought the Guardsman service plan for my two leather couches and recently had an issue with both couches. When I called the Guardsman service number, I was given the paperwork and information to fill out and submit online. I was contacted by a local representative who came out in a timely manner and resolved both couch issues.
Shanan T.	Fort Mill	SC	Havertys	I bought this to protect furniture from kids/pets, but I ultimately needed the service for a mark I made while cleaning wood table. It's worth every penny & the technician that serviced my order couldn't have been more friendly. He took his time to make sure it was completed correctly and to my satisfaction. This plan is a no brainer!
Vonnie A.	Newport News	VA	Havertys	This sofa and chair was bought 6 months ago from Havertys
Olivia A.	McKinney	TX	Havertys	Although the process to have my furniture cleaned was a bit lengthy, it was totally worth it! The technician was very friendly and knowledgeable. He worked quickly and was able to remove the stain on the first visit without sending my cushion off. Very pleased with the results.
Dennis S.	Cordova	TN	Havertys	I bought this with my furniture purchase in late Summer and I am so glad I did
Laura H.	Brandywine	MD	Havertys	A unknown stain was on two of my very light colored chairs. The service tech was able to clean both of them with no issue. He walked me through the process and told me not to be afraid...once they dry the will be spotless....he was right!!!! I was very satisfied with his professionalism and care towards my furniture.

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Janice B.	Loganville	GA	Havertys	My cat had an accident on my sofa. Guardsman came out promptly and cleaned it for me. The technician was polite and on time and very knowledgeable about their services.
Susan O.	Kennesaw	GA	Havertys	I bought Guardsman gold plan protection when I purchased my furniture from Havertys and I am so glad I did. Barely 3 months after purchase my dinette chairs were badly stained with food. I called Guardsman and they offered to send cleaning product or a technician. Not wanting to deal with scheduling issues I opted for cleaning products but this resulted in very bad water marks and my chairs looked even worse than before. I contacted Guardsman again, this time requesting a tech. The tech came out as scheduled, he was very professional and did an excellent job cleaning my chairs. They look brand new and you would never know they were heavily stained. I am typically skeptical about protection plans as most plans always try to find a way to wiggle out of a claim but not Guardsman! I would definitely use them again.
Linda K.	Lebanon	MO	Havertys	I purchased the Guardsman protection plan and have had to use it on my recliner. My only complaint is the process to get your furniture repaired is slowed significantly by having to submit application and pictures both online for expediency and then through the mail. In today's digital age, an uploaded picture should suffice.  Regardless, the repair was completed and the chair looks like new again.
Jan G.	Columbia	TN	Havertys	The motor quit working on the recliner but it was fixed right away when technician got here.
Patrick G.	Celina	TX	Havertys	I usually don't buy the warranty but I did this time and had to use it twice now. Process was easy and the results were great.
Sondra W.	Rockville	MD	Havertys	I never even thought about the fact that I had bought this service with my furniture until I stopped by the store to ask for advice and they reminded me and gave me the phone number to call. The Guardsman people sent me forms and instructions, and within a week got in touch to say a technician would call for an appointment. He came within a few days, and spent an hour or so using different materials until the stain was altogether gone and the fabric looked great.
Whitney R.	Leander	TX	Havertys	I thought my new couch was ruined forever. We just built our new home and furnishings when our 18 yr. old elderly cat started having health problems...and well. Took it out on the couch. I am sad to say the cat has passed on but our couch has been saved.
Monica J.	Decatur	GA	Havertys	Thank goodness we purchased this coverage. I don't typically purchase anything extra but I did this time and THANK GOODNESS! We had a sick dog who made a mess to say the least. The technician was able to get the odor and stain out.
Keondra W.	Crofton	MD	Havertys	My son spilled paint on my sectional. The technician was very good and completely removed the stain.
Lois R.	Boynton Beach	FL	Havertys	Great product and they were wonderful people to deal with.
Christopher G.	Millington	TN	Havertys	I recently purchased some new furniture a few months ago and purchased the Guardsman Gold Plan for peace of mind. Unfortunately one of the pieces of furniture encountered some blood. I contacted Guardsman and they sent a tech out to remove the stain. Unfortunately the stain did not come out once the area dried that the tech attempted to remove the stain from. Guardsman was very professional, no hassle, when I contacted them. They assured me they would order me a new piece and should arrive at my address within a couple weeks. In less than 2 weeks, the replacement arrived at my door. Definitely worth the price, especially with kids.
Daniel H.	Columbia	TN	Havertys	No problem. They came right out and were very friendly!
Bradley L.	Dallas	TX	Havertys	I bought a sectional two years ago and a golden plan to go with it. I am so glad I did! First time I used it was after my baby colored on the sofa with a marker. Guardsman took care of it and looked like new. I used it again after my baby spilled a milk on it and again Guardsman took care of it. Appointment set up is easy and once they arrive to your home they are fast. My sectional looks like the first day I bought it. I am very happy with the service
Caitlin M.	Vienna	VA	Havertys	I had Guardsman come out to my house and repair a ripped seam on my couch. The repair person came timely, and fixed the rip quickly and very well.
Kelly C.	Chesapeake	VA	Havertys	We have used the service 3 times now and could not be happier. The service works wonders, very timely response, the tech is always polite and courteous.
Kimberly M.	Semmes	AL	Havertys	The technician who came out to repair my sofa was great.
Monica G.	Nashville	TN	Havertys	We had a damaged couch warrantied with Guardsman. They came out and fixed the piece quickly and did a great job. The couch is as good as new!
John H Y.	Huntingtown	MD	Havertys	The technician was amazing and so professional, really knew how to do her job!!
Joe C.	Ellenton	FL	Havertys	I bought my Credenza Desk 3 years ago from Havertys furniture and somehow accumulated scratches on the top.

# Guardsman Success Stories

# HAVERTYS

FURNITURE®

Consumer	City	State	Retailer	Story
Beth H.	Boynton Beach	FL	Havertys	I almost forgot I had the insurance They came and repaired the recliner and no charge!
Sonny M.	Rock Hill	SC	Havertys	The Guardsman people were friendly but it took 6 weeks to get a chair back after they took it to repair it. I was told it would take a week but it ended up being 6 weeks before it was returned.
Cyndi W.	Suwanee	GA	Havertys	I bought 2 cream colored sofas for my family room. On 2 different occasions Guardsman has come out to handle a stain. They were very timely in their response and I have been completely pleased with results.
Marianne L.	Suwanee	GA	Havertys	My six year old granddaughter Harper was spending the night. She sat at my new desk creating a magical piece of artwork showing how much she loved having a sleepover with Grammy. Enter the black Sharpie making pen and one sheet of printer paper. The artwork was beautiful, as only a drawing from your six year old granddaughter can be. Unfortunately, the ink from the maker came through the paper and onto the desk top. What happened next involved a flood of tears from Harper and Grammy comforting Harper while thinking.....yikes, how am I going to get this off. Thank you Guardsman for doing exactly what you said you would. Send me a claim form, evaluate damage, send a very capable and personable technician to my home and shortly after doing what he said he would .....the stain was gone. Thank You Guardsman. Grammy is happy.....Harper is happy and has promised NEVER to use markers of any kind on paper that is not protected underneath. In fact I have hidden all my makers.....I just have to make sure I can remember where I hid them.
Linda F.	San Antonio	TX	Havertys	My table is a year old, and it had gotten scratched. He did an excellent job on the scratch.
Crystal K.	Palm City	FL	Havertys	My chair was cleaned perfectly and looked brand new after the cleaning.
Frank S.	Clermont	FL	Havertys	I bought this a year ago knowing with children anything can happen and I am glad I did!
Ellen S.	Henrico	VA	Havertys	The guy who came out was really nice. I am satisfied
Jody A.	Potomac	MD	Havertys	We bought our sofa almost four years ago and a red bottle of Gatorade spilled on the sofa this summer. We followed the instructions to submit a claim, were contacted by the service department and the gentleman came out at a time convenient for us. He cleaned the spot and another spot he saw on another cushion. Fantastic customer service!!!
Elliott M.	Arlington	TX	Havertys	My sweetheart gave me the perfect upholstered accent chair, just the right size for me. Then our cat did a number on it, and the smell was horrible. We thought the chair might be ruined. But wait -- the Guardsman technician knew exactly what to do. He came to the house prepared for this issue, quickly set up his work table on the driveway, explained exactly what he was doing and why. He deep cleaned, deodorized, and reconditioned the cushion in a most efficient manner, was cheerful, courteous and helpful. Now the chair is good as new, we've moved it to the master suite, and I am enjoying feeling cozy and comfortable in it every day. Thank you Guardsman!
Eric /Jenny H.	Hilton Head Island	SC	Havertys	I bought the this with my sofa for my vacation home and had it completed fine. The only issue I have is that I am not there all the time so when we schedule the appointment, Guardsman need pictures of stains and they won't clean anything that is not in the work order. This make it complicated to have them come again for things that were missed when scheduling the appointment. The service guy was great and was friendly.
Kenneth B.	Land O Lakes	FL	Havertys	We purchased when we purchased furniture , 4 years ago first time we needed it and it was just great, tech was clean and neat and on time.
Karen K.	Greensboro	GA	Havertys	The repairman was on time, courteous, explained how to prevent a similar future problem and repaired the damage to my table in a quick time.
Trudie S.	Fort Worth	TX	Havertys	An ink pen stain 1/2 inch long appeared on our leather loveseat. Took out insurance upon purchase and contacted Guardsman. Great customer service. Fixed within 10 days.
Carrie W.	Richmond	VA	Havertys	I purchased this sofa and other furnishing about 3 years ago it was really a large piece and we enjoyed being able to cuddle with the grand girls and enjoy movies. One day we heard a big crash and noticed that two boards were sticking out of the bottom. The technician from Guardsman was excellent. He knew exactly ow to fix the problem and was finished and out in no time. He recommended a piece of plywood and took the measurements and we added that under the pillows and the support and comfort of the sofa has returned as if it was new.
Denise A.	Raleigh	NC	Havertys	This is my first time using Guardsman and I will never use anything else, but the Guardsman furniture care. It is easy to use and makes your furniture always look brand new.
Rebecca B.	Savannah	GA	Havertys	Quick to resolve my issue. Easy to use website and fast response. Friendly.
Patrick G.	Celina	TX	Havertys	Purchased furniture and bought the Gold Guardsman package. Had an issue with a coach making a noise. I followed the Guardsman protocol and a technician was sent out and fixed it. Thank you!



# Guardsman Success Stories

# HAVERTYS

FURNITURE®

Consumer	City	State	Retailer	Story
#N/A	#N/A	#N/A	Havertys	I'm so happy we added the furniture protection plan to our purchase! Sadly, we got a stain on our new sofa, but the tech came out and repaired it. The sofa looks like new again. Thank you !
Herb M.	Bella Vista	AR	Havertys	This piece of furniture was delivered with a partition not installed. The technician was very knowledgeable in fixing the problem and it didn't take long. Also he was very nice and mannerly.
Kerri Z.	Durham	NC	Havertys	Stain occurred on Sunday, called Guardsman on Monday. The next day the crew arrived to clean my sofa. The guys were friendly, fast and did a great job. Sofa looks like new.
Carol L.	Douglasville	GA	Havertys	I'm very pleased with the service from Guardsman Gold Plan. We have needed to use it several times with the dining room chairs that we bought.
Kerri S.	Collierville	TN	Havertys	My husband and I purchased a red sectional in August of 2011, and fortunately got the Guardsman Gold Plan with it. A few weeks ago, my son was lying on the sectional and some black, magnetic silly putty slipped out of his pocket. It smushed into one cushion and smeared everywhere, causing me to totally freak out! Then I remembered we had purchased the Gold Plan. I pulled out our paperwork and made the call to Guardsman. They promptly sent out a technician who was friendly and thorough. Two days after he cleaned it, I realized you could still see the stain a little, almost like a shadow on the cushion. My husband called Guardsman back and they sent the technician out for a 2nd cleaning. Again, he came out quickly and was very professional. This time, through no fault of the technicians, the stain seemed to resurface. We called Guardsman back and because our sectional is no longer being made, therefore the cushion couldn't be replaced, they gave us a couple of options on how we could proceed. I am very happy to report that we have ordered a new sectional through a store credit. Each time we have phoned Guardsman, they have helped us quickly, thoroughly, and we have been very pleased. I highly recommend you purchase this plan!
Mona W.	Hampton	VA	Havertys	Imagine my horror when the leather sofa and loveseat I had purchased over a year ago, had the color coming off in spots. (my sofa is hardly used) I wanted to cry!! I went to Havertys who reminded me that I had purchased the Gold Plan from Guardsman! When I notified Guardsman, they were very helpful. I was so happy with the technician and his work. You can't even tell where the color was added! He was very professional, he came early (made my day), and explained what he was doing. When finished, I didn't have anything to clean up. Will definitely continue to purchase furniture protection from them. Never thought I would ever need to use it, so thankful I had it!!
Cheryl B.	Jacksonville	FL	Havertys	I recently purchased new furniture, and for the first time in years I did not get leather. I finally wanted to have some nice furniture and ventured to get a light colored sofa and chair along with two slate grey recliners. I had not had the furniture a couple of weeks before I soiled a recliner. I went to feed my grandchild and I had failed to screw the nipple on tightly. The next thing I know I feel warm formula running down my leg to the recliner.  I was embarrassed to call to report the stain. The customer service rep did not make me feel bad at all and was very helpful. I made my claim, pictures and all and within a few days I was in contact with a cleaning professional. He was prompt, courteous and did a wonderful job. The dark soiling was gone and my chair looked new again.  I almost did not buy the Gold Plan due to a bad experience with another company. I am so happy I did purchase this plan and would highly recommend anyone to buy the plan when they get new furniture.
Ana G.	Windermere	FL	Havertys	The Plan covered my furniture 'injury' just as intended. With 3 small kids I knew something was bound to happen. The process to file was relatively simple, and better yet all able to be done online. Love that part. Technician was friendly, on time, and completed the repair very well.

# Guardsman Success Stories

# HAVERTYS

FURNITURE®

Consumer	City	State	Retailer	Story
Ronald B.	Mico	TX	Havertys	<p>We bought a beautiful leather sectional 4 years ago. It has a large recliner at each end and I always sit in the right hand one to watch TV each night. About a month ago I noticed that the leather piece between the recliner seat and the foot rest was separating. I found my Guardsman warranty paperwork in my files and decided to see if I could get it repaired before the 5 year warranty expired!</p> <p>The process was really simple - I called customer service and reported the problem - they sent me an email with all the details on what to do along with a link to the website where I could provide all of the info and photos. In about 2 weeks I got an email saying they had contacted a repair person who would call and arrange an appointment. He called about a week later and came out to the house within a few days. He was friendly, knowledgeable and quick!</p> <p>The repair was done within an hour, he explained what he had done and left us with a smile. We are still smiling. Guardsman did exactly what they said they would do!</p> <p>We are very pleased and would recommend a Guardsman protection plan to anyone buying furniture you intent to keep for a while.</p>
Danny T.	Baker	LA	Havertys	<p>We purchased our sleigh bed earlier this year and we love it. When we first saw it I had to have it. Growing up I had sleigh beds as a child and loved them so this was an easy purchase. The sales associate was so friendly and so honest and helpful. We had an incident with the remote control for our TV nicking the top of the footboard. I knew immediately to contact Guardsman and file a claim. The claim process was simple and everything was done online. The communication from customer service was awesome and the response time from the repairman that was coming to repair our bed was great as well. The repairman came and took care of the nick, he was so professional, courteous and friendly. You cannot even see that the footboard had damage the size of a nickel. He repaired it and made sure it looked as good as new. He definitely knew what he was doing and he took care making sure that he was precise in fixing the damage. I am 100% pleased and impressed with Havertys and Guardsman service and I am also glad that we purchased the protection plan.</p>
Drew D.	Greensboro	NC	Havertys	<p>We purchased two beautiful white linen ottomans from Havertys and were very happy with them when they were delivered. Less than 2 weeks later, my children 1 and 3 (I know, not very smart to have white ottomans).. got into an unlit candle and spread soot all over one of the ottomans. We called Guardsman and they sent out a young man named Dan. He was extremely professional and took the stains out in less than 5 minutes. Unbelievable. I truly did not think it would come out due to the nature of the fabric. My children enjoyed watching the cleaning process and Dan was so nice and friendly. We told him not to be surprised if he saw us again with a 1 and a 3 year old I expect there will be more accidents to come!</p>
Glenwood W.	Jacksonville	FL	Havertys	Timely services good
Joan L.	New Port Richey	FL	Havertys	<p>One of my guests got up from a dining room chair, and there was a large stain on it. Some kind of food stain I would imagine. The Guardsman representative came, cleaned the seat, and the stain is completely gone. He was on time and completed the work in a timely manner. I am so glad I bought the Guardsman insurance</p>
Susan C.	Juno Beach	FL	Havertys	Love the sectional but the sound of the end recliner was atrocious.
Mike B.	New Port Richey	FL	Havertys	<p>We had to have some stains of unknown origin removed from the sofa cushions. The tech was right on time, worked quickly and the sofa looks great again.</p>
Michael F.	Flower Mound	TX	Havertys	The technician that came to my house was diligent and proud of his work.
Mel S.	Boynton Beach	FL	Havertys	<p>Though we had our policy for less than three months, our dog had a messy accident on our new area rug. The matter was easily resolved, and a specialist cleaner was dispatched and upon completion, there is no hint of the prior doggie disaster</p>
Ondrea P.	Nolensville	TN	Havertys	<p>I purchased this plan I bought my new sofa. So happy I did with 2 young kids. Service as prompt and got my stain out.</p>
Colleen/Gary E	Smyrna	GA	Havertys	<p>Great product. Electric recliner. Repair took 15 min. The service tech replaced a faulty switch with a better switch.</p>
Ronald P.	Forney	TX	Havertys	The protection plan service is worth it! Always great! Recommended.
Martha S.	Saint Francisville	LA	Havertys	<p>The serviceman was a very personable guy and it took him a lot longer to get to our home than to remove the stain.</p>

# Guardsman Success Stories

# HAVERTYS

FURNITURE®

Consumer	City	State	Retailer	Story
Lynda B.	Wilmington	NC	Havertys	We purchased the Gold Plan when we purchased our upholstered living room furniture. So glad we did. I was picking up in the living room one morning and noticed that the cat had (as cats do) vomited on the couch! Oh yuck! It must have happened the night before cause it was all dried up. I vacuumed it up as best I could but there was still a very distinct stain. I called Guardsman and a few days later a very prompt and capable technician came to our home and completely removed the stain in less than 30 minutes. The couch looks like new again. Very pleased with the service and the prompt response.
Carolyn E.	Bogart	GA	Havertys	I bought an expensive chair a few years ago and had been using Guardsman mattress covers over it because I have a small pet rescue in my home and wanted to protect it. One day I accidentally forgot to put the cover back on the chair and very old cat made a small urine mark. I debated calling Guardsman to fix my chair but since I had paid the extra money I did and was so happy and pleased with their excellent work. The person who came called before and he then he did a wonderful job cleaning my seat cover, it looks like it never happened.
Deanna G.	Red Oak	TX	Havertys	I bought my table a few months and recently noticed a couple of stains. The technician removed the stains but he also showed me the steps to take to keep it clean. He was very nice and professional.
Steven V.	Dickson	TN	Havertys	We bought our sectional couch a couple of years ago. I noticed that I had a spring popping when I sat down. Also, one of the recliner releases broke when one of our children tried to pull it. The service on the phone was excellent. They worked with the fact it was around the holidays and they worked around my work schedule! The repairman was on time, very nice and fixed both issues within a matter of minutes. Great Service!
London & Wend	Grovetown	GA	Havertys	The technician was in town and called to squeeze us in late on a Friday night. He worked quickly and did a great job. He took care not to scratch the leather on our recliner by placing a blanket down before he flipped it to fix it. He cleaned up and left things just as he found them. The plan fixed the spring issue our recliner had at no additional cost to us. Glad we invested in this.
David P.	Elberta	AL	Havertys	Glad I got a the Gold Plan.
Kyle C.	Brentwood	TN	Havertys	I was very pleased with the professionalism and quality of the work done
#N/A	#N/A	#N/A	Havertys	We have six kids, so we bought this protection for the inevitable spills or accidents that go along with a full, busy life. I never thought the kids would sit on putty and smooch it into the cushions of the couch! Thankfully, we called right away, and help was sent out! :)
Cheryl S.	Cape Coral	FL	Havertys	I have used my Guardsman Gold Plan twice now and have been very pleased with both visits.
Mark G.	Orlando	FL	Havertys	We bought this protection when we purchased our sectional in 2012 and never needed until recently. We are so happy that we did because our couch looks great after some unfortunate accident with our puppy.  Highly recommend getting this protection.
Debby W.	Stokesdale	NC	Havertys	We bought a very expensive area rug and within the first couple of weeks I had an incident that scared the daylights out of me! My cat peed on it! If you have ever had a cat that urinated where it shouldn't, you know how hard it is to remove cat urine odor. I just knew the rug was ruined. I called Guardsman and they were so helpful and understanding. I felt the call back time from the cleaning company was slow to respond but it was over the holidays and I'm sure they were very busy and maybe even closed.  After making the appointment, I then had an issue where I could not make home in time to meet the technician. He said the office would call me to reschedule and I was horrified that I would have another long wait time. (Nothing worse than cat odor in the room where you spend most of your time.) But no, that wasn't the case - the tech called me just a couple of days later and said he was going to be in the area that day - on a Saturday too so I didn't have to miss work to be home for him! I was thrilled but still nervous that the odor would not come out.  Well, guess what? The odor is completely gone. He ( and Guardsman products) was a miracle worker!!! Even on the humid days since, I have smelled NO ODOR. Everyone is happy now and enjoying the beautiful comfy rug in the family room.  We are SO please we bought the Guardsman protection plan.
Conrado C.	San Antonio	TX	Havertys	Everything was great fast and easy and clean.
William R.	Arnold	MD	Havertys	I needed my leather recliner from Havertys repaired. The leather had been discolored. It took multiple attempts to have the repairman come to my home to repair my sofa. This was frustrating to say the least. Once the repair was made I was very happy with his knowledge about the repair and the time it took him to make it. I was not happy with the fact that we had to reschedule the first appointment & I was never called by the tech to tell me he was having car problems & wouldn't be there.
Karen M.	Lewisville	TX	Havertys	My little dog, Daisy, was sitting next to me on my sofa and got sick. I immediately wet clean towels and soaked up as much as I could. But I could not get all the stain out and the smell of vomit would not dissipate. Guardsman came out and completely removed the stain and sprayed the cushion. We had to let it dry for 24 hours but now there is no evidence that Daisy was ever sick and absolutely no smell. Thank you Guardsman.

# Guardsman Success Stories

**HAVERTYS**  
**FURNITURE®**

Consumer	City	State	Retailer	Story
Mamie L.	Saint Augustine	FL	Havertys	I would recommend Guardsman Gold Plan warranty for all furniture purchases. The service techs guys were very nice and efficient. They fix the stain and my furniture looks new.
Vincent J.	Newport News	VA	Havertys	We purchased the cleaning agreement with the couch. I'm so glad that we did. I love our new sectional and want it to last forever.