

Name	City	State	Review
Melissa & Ryan H.	Glenvil	NE	Great feature to have with little kids or pets in the house
Beri D.	The Colony	TX	The service technician was friendly, professional and did excellent work. He saved our sofa from total replacement. After he finished, the sofa looks as good as new!
Gregory M.	Frisco	TX	We have had them come out a handful of times to clean our new sectional. Staff is always so friendly, and on time.
Anthony S.	Celina	TX	I purchased the Protection Plan for all my furniture not thinking I would need it, but I did. I purchased a light-colored sofa set, and it did not stay as clean as I had expected it with 3 kids in the house...I was hesitant to call Guardsman since I've had unpleasant experiences with other warranty providers in the past, so I didn't want to deal with it again. However, I was pleasantly surprised by how simple it was to set up a claim and how effortless it was to decide how I wanted to proceed with the settlement. I ended up receiving full store credit for the piece they couldn't replace, just as advertised! Definitely recommend!
Daniel P.	Denton	TX	Recliner motor quit and technician ordered replacement parts.
Michael & Watcara J.	Altoona	IA	I bought the protection from Homemakers with my sectional. Recently I just bought recliner and kitchen table and chairs I was not hesitant to add the protection plan I was pleased with the service I received when I had issue with my sectional. The technician worked with my schedule
Joshua D.	McKinney	TX	So I have had my sectional for 3 years. One of the recliner mechanisms broke. Called Guardsman to start the process. That is my only complaint about Guardsman that each step of the process takes up to 2 weeks. The tech came out and wasn't able to fix it. Guardsman called with many options. They were unable to find a new piece. Guardsman gave me store credit to get a new unit. Over all I am very happy about my Guardsman plan and NFM customer service. I just wish the process could be a little more streamlined. It was broken and unusable for 2 months or so.
David V.	Topeka	KS	I bought the insurance when I purchased the table a few years ago. The table was damaged and when I called Guardsman, the spokesperson I talked with was very nice and friendly. They gave me three options to choose from and told me I had a month to decide. I like having the options.
Linda D.	Sunrise Beach	MO	I purchased the Guardsman gold plan for the recliners. We are very happy with the person who came to repair the lever. He was polite and professional. I was the one who broke the lever. He was an extra plus letting our 3 year old grandson watch every move. He even explained what he was doing to fix grandmas chair.
Marc G.	Wylie	TX	When we bought our couch, we had a toddler getting ready to potty train. So we got Guardsman protection in anticipation of accidents. Luckily, there has only been one, but Guardsman came out to clean the couch without any hassle. The process to make the claim was easy and everyone was very nice. I will continue to purchase their protection in the future.
Laura S.	Des Moines	IA	We spilt candle wax on our couch (oops!) and I was pleasantly surprised that the Guardsman tech was able to get it out flawlessly! Our couch looks perfect again. I am over the moon happy with them!
Duane P.	Omaha	NE	Guardsman Fabric Plan is something we will never go without! A few years back we had a new couch delivered right before Christmas. At our companys Holiday party we hosted a guest spilled red wine down the entire side that was exposed to everyone. Guardsman came out right away, however the stain was still visible so Nebraska Furniture Mart replaced the couch with no charge to us because of the Guardsman Guarantee. Just a few months ago, I noticed red ink stains on a cushion on a new sectional we purchased. Had Guardsman come out and they removed the stain with no problem. The technical support and work was done on a timely manner. We would not purchase anything without Guardsman Protection Plan.
Bryan L.	Kansas City	MO	We bought a couch almost 2 years ago and of course purchased the Guardsman protection plan as well (as I am prone to spills). Recently, our dog vomited on the arm of the couch, leaving a deep stain. We called Guardsman and within a week a technician was at house and had removed the stain. Great experience!
Billie & Thomas W.	Prosper	TX	I bought the service plan and knew especially with white furniture it would be a smart option. Never did I know how much it was going be needed and appreciated! I had an unfortunate spot that was soiled by my menstrual cycle and they did not make me feel uncomfortable in any way, not on the phone or in person when they cleaned. Impressed me to see that they were able to clean it entirely. Completely impressed with the professionalism and promptness to take care of the issue! I would recommend Guardsman Gold Plan to anyone.
Elizabeth H.	Des Moines	IA	I love my couches, I have 3 kids under 6 so you can imagine the activity these couches have seen. Hey have held up until two kiddos crashed into the arm. I called the protection plan number and submitted a claim. It was a very fast process of getting the claim in and getting my furniture fixed.
Anthony C.	Dallas	TX	I had the power go out on my recliner. I took pictures of the problem and sent them to Guardsman to analyze. They sent out a technician to diagnose the problem and fix it. It is great to have this service! The technician was courteous, friendly, and knowledgeable.
Tom A.	Van Meter	IA	My furniture I was over a year old and unfortunately damaged due to a sick puppy. I contacted Guardsman and had an appointment that matched the hours I needed. When the service tech showed up, he was extremely professional and courteous. In just a short period of time, he had my sofa looking as good as new. Great job Guardsman!!!
Andrew W.	Raymore	MO	Contacting Guardsman was quick and easy! I called the company and they connected me fast. I left a voicemail and the next day a technician called to set up an appointment.
Brent S.	Kansas City	MO	Our dogs left some stains on our couch. I completed the Guardsman online request form and was contacted by technician within 48 hours. They came out and removed the stains from the couch. The technicians were friendly and knowledgeable. My only suggestion would be that it might help to dress more professionally. They were wearing shorts and t-shirts. Maybe wear a shirt with the Guardsman logo or their company name?
Mike S.	Des Moines	NE	We bought our reclining a while ago and a part of the reclining bit broke and we contacted them since we bought the Guardsman's protection plan and they set up an appointment right away a guy came buy and fixed the part within an hour and that was is it! I will always get this for my furniture.
Emily M.	Hurst	TX	Once I got the claim filed and approved, the service was outstanding! It was just a little tedious having to send in a claim form then wait a couple of weeks to get the claim approved. It would be easier to just upload the claim form online.
Destiny A.	Kansas City	MO	VERY FAST, FRIENDLY AND EFFICIENT
Leigh Ann R.	Smithville	MO	We had our new sofa two days, yes, just two days, when our cat jump on my husband's leg just right and caused it to bleed all over the new sofa. I hadn't even received my paperwork yet. I called Guardsman and the rep was very nice and helpful. She was able to look up information and arrange for a tech to come out and clean the sofa. The tech came out sooner than we expected and did a fantastic job removing the stain. Very happy with our service.
Sr. S	Bellevue	NE	This chair is very nice and the picture of it will never do it justice. Spent a little more for quality and felt I got it.

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James K.	Flower Mound	TX	I bought a new leather chair and recently, I noticed that the left arm was spotting. I called Guardsman and filed a claim. Within two weeks, I had an appointment with Levi, who knew just what to do with the spots. He explained everything he had to do and I watched him carefully. The problem has been solved. Very professional and I would highly recommend Guardsman.
Michael P.	Dublin	TX	We filed a claim with Guardsman after our dog escaped out of her kennel during a thunderstorm. When I say escaped I mean she chewed wood paneling and busted through a glass door to get into our house. She bled throughout our house and on our couch, which is less than 6 months old. Not even a day after our dog bled on the couch our 10 month old came down with Strep and threw up on the couch. Having pets and small children we knew we would need the Guardsman Plan and boy am I glad we got it! I filed my claim and within a week a nice man was out to our house to clean the couch. It took less than an hour and I was able to get back to work quickly!
Melinda M.	Omaha	NE	The gentleman that came to my house was very professional and did an amazing job. I have bought the Guardsman protection plan before and always forgot I had bought it. This time I remembered. So glad I did.
Mike M.	Robins	IA	Puppy peed on the couch that we bought a few years ago. Wife dabbed the area with clear water and thought it was good enough, but I noticed that pup kept sniffing that same area as if it might be okay to do it again. I asked wifey if she remembered that we'd purchased the fabric protection plan when we custom ordered the furniture? Oh, yeah I kinda remember that. So...lets call. She did, the serviceman showed up when he said he would, explained everything to the wife, and left with no more pee odor, no more slight stain, and no more puppy sniffs!!! It's really the only extra add-on that we've ever purchased (cars, furniture, appliances, tools, etc.) that was well worth its cost and no hassle. Awesome!!!
Renee S.	Lawson	MO	We have had to use this twice now and have had a great experience both times!!
Michelle M.	McKinney	TX	Extremely grateful I bought this protection plan. After one late night food binge, I spilled my large tea all over one of my brand new kitchen chairs. I was devastated. I submitted a claim, a wonderful man came by and cleaned the chair, and now it's good as new.
Ross M.	Lincoln	NE	The process and turn around on getting my furniture fixed was quick and easy
Erwin H.	Elkhorn	NE	My DOG. If he eat s some grass he later, usually overnight, throws it up. He did so in our 2 new rugs. Now after Guardsman service, they look like new.
Keri & Jonathan S.	Oskaloosa	IA	I called to report immediately after we discovered a stain on our couch. The person I talked to was very friendly and helpful. I had a call back within 24 hours to schedule a cleaner. I ended up rescheduling and he was very accommodating. We talked the whole time he cleaned, just like we were old friends. The cleaning process took very little time and the stain was gone.
Kathy B.	Omaha	NE	He was coming from Iowa and I live in Nebraska. Very nice guy but it took several calls back and forth to finally schedule
N/A	N/A	N/A	Very quick to come out send great customer service!!!
Jolyn P.	Omaha	NE	I had the best service from the beginning to the end!!! Everyone was Quick, Prompt, Professional and Personable, I was extremely satisfied!!!
N/A	N/A	N/A	We bought our couch and loveseat with the 5 year protection from food or bodily fluid. This gives me the ability to relax when we have company eating at the couch and with my young children.
Neysa H.	Topeka	KS	I bought the Guardsman protection plan when I purchased my new sectional sofa , although I haven't had any prior mishaps with any furniture I have owned , I figured I'd better play it safe this time around and I am so glad I did. A mystery stain showed up a few weeks ago and I called the number on my paperwork. The company responded within the day and sent a cleaning expert to my home to restore my furniture
Tamara G.	Lewisville	TX	My dog got ahold of some chocolate and proceeded to vomit it up all over our dove white couch. Scheduling a cleaning was very easy. We did have to wait a week but we weren't in a rush. The couch cushion looks brand new! The only downside is you have to physically mail a form about the incident. I recommend creating a digital option.
Kevin M.	De Soto	KS	The whole process was quick and easy, from claim to cleaning all was very professional - I couldn't be happier!
Cory I.	Omaha	NE	I bought a couch from Nebraska Furniture Mart and purchased the Guardsman Protection Plan. About 6 months after owning the couch, an incident occurred where a small amount of blood and food stains damaged the fabric on various parts of the couch. After filing the claim, a Guardsman representative showed up at my house and made scheduling and completion of the claim extremely convenient. The service representative left my couch in pristine condition and all issues were resolved EASILY. Highly recommended and very happy with service features. Guardsman stands by their word!!
Vicki A.	Norwalk	IA	I bought the protection plan for my furniture. at 1 yr and 1 month, there was a strange sound when we leaned back in recliner. I read through my contract, followed the online claim submission. Upon approval of my claim, the repair tech contacted me immediately, worked with me on a time that fit my schedule, showed up on time, was very careful, neat, and professional. Issue was identified and resolved same day. Not everyone likes to purchase protection plans but I'm glad I did.
Charles T.	Olathe	KS	Bought this protection and just 8 months after purchasing kids got BLOOD all over the couch. This company sent someone out very fast. Cleaned up couch and it looks as good as new!!
Laura H.	Urbandale	IA	I bought this sectional 2 months ago and my teenager got chocolate on it. Ugh! Submitted my claim to Guardsman and as promised a person contacted me to set up an appt. He came, cleaned the spots, and now it's back to new.
Brett T.	Raymore	MO	I have 2 kids and we have a lot of stains! They come out, no complaints and it looks great after they clean the furniture!
Jack T.	Red Oak	IA	I purchased this plan when we purchased our lift recliner chair. We are so glad that we did, as we had to call them for their service. Paper work was sent out, and within days, they called with an appointment to clean the chair. Prior to service, we were given another courtesy call, and upon arrival, guardsmen professional person cleaned the chair, making us HAPPY. Very good plan.
John-Alexander K.	Topeka	KS	The technician was very professional and did a great job and there are no signs there was ever a coffee spill. My only complaint is how the communication from Guardsman to the technician is sent. The product was bought as a gift but our name is also on the protection plan but the contact information is sent over as the gift giver, not is who actually have the product.

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Tim Y.	Omaha	NE	I bought the sofa last year with the treatment on it, This summer my grandson had an accident that left a stain I could not blot out. Called Guardsman and they set everything in motion for the Tech to come to my home and Steam the Stain out. Worked Great, Tech knew just what to do and did it. Thank You.
Leilani W.	Grimes	IA	VERY NICE SERVICE MAN prompt and tidy he did the service in an quick time
Margret M.	Omaha	NE	Our formal couch was used for a family function and had a red wine vinaigrette stain on it from salad dressing. Immediately I tried every trick there was on the internet to get the stain out; water with ivory dish soap, baking powder and water, and more. In the end, the stain still stood and we needed professional help. I am thrilled that we bought the Guardsman Fabric Protection Plan. I placed a request online with information about the stain and photos and within the next week we had a representative at the house and the stain was removed.
Julie C.	Olate	KS	I recently had the arm of my fabric sofa cleaned of food stains. The gentleman who cleaned it came on time, worked quickly and removed the stains thoroughly - good as new!
Kristie F.	Saint Joseph	MO	Well the representative was really nice she worked very quickly almost to quickly and then I noticed why she was so quick I didn't realize she was only cleaning the one cushion I assumed she would have done the entire sofa! So now half of my couch is super clean and the other half looks dirty.
Ross M.	Lincoln	NE	I brought this couch a year ago and the recliner on the side of it stopped working. the lever that pulls the recliner out would not lift it. I called the number and with their assistance and furniture mart themselves I was able to get the form, fill it out, send it in and they were able to come out a week later, I thought it would take months. they were quick and helpful and willing to work around my schedule. I could not have been happier.
Jonathan K.	Dallas	TX	Had a couple stains and was able to schedule a technician out and remove the stains without any issues.
Ramia B.	Omaha	NE	I have used my Guardsman protection plan a few times now and every time it is exceptional customer service and great technician work! I would recommend getting a Guardsmen protection plan to anyone!!!
Chad H.	Kansas City	MO	Recently my dog threw up on my office rug in three places. Right before Christmas my dog ate blue and green frosted cupcakes all over my brand new living room rug. My protection plan allows me to call in a claim instead of clean it myself. Guardsman calls and schedules the cleaning. They are flexible, show up on time, and always do an amazing job. I can't even tell where any of the stains were. I love it!
Cynthia M.	Brookfield	WI	Very glad I signed up for Guardsman for my dining room table. Accidents are bound to happen and they did. The Guardsman telephone, online app and service repair person were all extremely user friendly and professional. They know their stuff!
Amy W.	Omaha	NE	The technician who covers the Omaha area is wonderful - very courteous and efficient. The process to enter the claims is a little cumbersome, but overall very much worth it!
Caroline W.	Des Moines	IA	My kids were rough housing and broke out ottoman. I submitted the claim and heard back within two weeks. While it did take some back and forth to figure a date and time that worked, it was very painless once it was scheduled! Guy was in and out within a half hour!
Kylie K.	Norfolk	NE	We bought the Guardsman protection plan when we bought our furniture 4 years ago. We have had to use the service multiple times due to having small children. A couple of time due to potty accidents while potty training a 2 year old and another time due to our 4yr old having a stomach bug and throwing up on the couch. The techs were always nice and professional and very quick. The only downside is the turn around time from the time the accident happened to the time they actually clean the item; due to mailing in the claim and depending on how busy they are. This last time we waited about a month from the time of the accident until it got cleaned. I'd still recommend this service to those with kids and pets!
Renee S.	Lawson	MO	I love the hassle free customer service! It was easy to file a claim and it was taken care of promptly!
Joe A.	Polk City	IA	I bought the Guardsman protection plan when I purchased my living room set a few years back. The couch tore near the foot rest from a bolt working it's way out. The tech fixed the arm rest and stitched up the tear and it looks perfect. Buy this!
Ty M.	Denison	TX	one of my boys had an incident in the tub and his mouth was bleeding all over my couch. I called the next day to get it cleaned and they rushed someone out! The professional was super nice and quick! So happy we bought the Guardsman fabric protection plan.
Jessica F.	Arlington Heights	IL	I am on my second piece of furniture with the Guardsman gold plan. Its not even a question if I will purchase it from here on out with all furniture that it is an option for. So dependable and so worth your money!!!
Steven H.	Platte City	MO	We purchased our furniture a few months ago. We have dogs and normally allow them on the furniture. One day out of no where one of them had a pee accident on the couch. I freaked out because I didn't want to smell to linger. I immediately called Guardsman and within a week I received an email with information about getting it taken care of. The local company that is contracted with Guardsman contacted me and scheduled the appointment to clean the area. The technician that came to our home was awesome. He was very professional and personable. He was very nice and did a fast efficient job. Not a huge interruption to my day.
Corey C.	Mckinney	TX	I bought this service a few months ago with my new rug and I could not be happier. They are always very professional and make scheduling a service extremely easy.
Donald B.	West Des Moines	IA	Guardsman repairman did an excellent job in repairing my chair!
Brenda R.	Mesquite	TX	My pet had a stroke on the couch and make a mess of it. Smell was awful, they came and cleaned it up
David R.	Madrid	IA	Bought at the time of purchase and glad we did. would purchase again.
Lisa B.	Omaha	NE	I love my rug and am so glad I purchased the Guardsman protection plan since my dog knocked a glass of red wine off a table and onto the rug!
Lyle W.	Lees Summit	MO	They did an excellent job. They were able to take out the stain.
Rachel F.	Plano	TX	We purchased an off white chair and added Guardsman to help protect the chair. We also have a wonderful dog who vomited in this chair while we were out for 6 hours. Needless to say I couldn't get the stain out. Called Guardsman, and had an appointment within a few days. They even came out on the weekend! The employee was excellent, and very fast at his job. You can't even see where the vomit was! Thank you!
Anthony P.	Omaha	NE	It's always great to have the peace of mind knowing that should there be an accident, you're totally covered

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John C.	Omaha	NE	We have a large dog, who, as she ages, is having increasing bouts with incontinence. Soon after we purchased our new sofa, she had an accident. Guardsman got the stain and odor out. She had another accident several weeks later, and Guardsman again removed the stain and odor. The sofa (from which the dog is now permanently banned) looks like new. What was wonderful was that Guardsman was very gracious about having two incidents so close together. No complaints, no grumbling - just the guaranteed service. Our new sofa would have been ruined by pet stains had it not been for Guardsman - one of the smartest "add-on" purchases we've ever made.
Ronald W.	Plano	TX	My older dog got a blood stain on my sectional. It was just a year old, and we had purchased Guardsman at the time we bought it. I called to have it cleaned. No one showed up at the appointed time. I called to see what happened, and was told the technician had car trouble, but no one thought to let me know. We set up another appointment, which was missed with no explanation. Finally on the third try I had a very nice kid come out and do the cleaning. He did a super job and the stain is gone.
Jamie S.	Council Bluffs	IA	The technician that came out to our house was awesome! He was very friendly and explained the process to me.
William S.	Kansas City	MO	We got the Guardsman protection when we bought our new furniture. I am so glad we did because 3 months after purchase my wife put a big scratch in the top of our new table. The repairman explained the process and fixed the scratch within 2 hours of arriving at the house. It looks like new again.
Ruth. G	Carrollton	TX	I bought a beautiful chair at Nebraska Furniture Mart and purchased the Guardsman Plan. I have two small pets that sometimes potty inside our home because they are both 15 years old with some medical issues. Well, my little Shih Tzu Gauge lifted his little leg and urinated on the bottom portion of my lovely new chair. I immediately called Guardsman and the customer service rep was so delightful and helpful. She thoroughly explained the process and scheduled an appointment. The technician, Gabriel, was on time and super friendly and professional. Within minutes Gabriel finished cleaning the area on the chair that was affected. I am beyond pleased with the results. My chair looks like new thanks to Guardsman's professionalism. I appreciate you all. Thank you and God Bless.
Taylor W.	Kansas City	MO	I'm glad we purchased the extra protection. It came in very handy when I got a chocolate stain on my couch. The rep came out and removed it in about 5 minutes time.
Tierza C.	Dallas	TX	I bought a couch from Nebraska and elected to get the Guardsman Protection Plan. I have now had to use it twice because I have a stupid cat that pees on everything. Both times they came out quickly and completely removed the stain and all smell.
Brett J.	Papillion	NE	Got hot sauce out of our rug. Did not think that was possible.
Betty T.	Omaha	NE	I bought this three months ago, so glad I got the service plan.
Yadira P.	Arlington	TX	I called regarding a claim and they quickly got a representative out to my house.
Crystal S.	Overland Park	KS	I bought a 5 year protection plan for my white cream colored couch. Accidents happen sure enough we had a mystery stain. Guardsmen made it super easy to file my claim, worked me in super fast. There employee was awesome and did a great job of removing my mystery stain.
Mayra F.	Indianola	IA	The guy that came to clean my furniture was very nice and friendly and explained all the steps he was taking. He also provided advice on products to use and not use on our furniture.
Deborah R.	Kansas City	MO	I bought Guardsman on my furniture for my office. In two years I have had to call them two times to address stains. The service has been awesome! Very pleased!
Mark S.	Lewisville	TX	Staff came to home and cleaned chocolate milk stain and water stain out of my white/oatmeal colored couch.
Koutney F.	Kansas City	MO	My dog got sick on the couch over night and I didn't see it till morning. I called Guardsman's And they sent a form out to me in 24 hours and I fill it out and sent it back. They said a contractor would be calling me in the next three days, I received the phone that's night to set up an appointment. Super quick and easy. He did a good job!
Abigail W.	Kansas City	MO	Our technician was quick, easy to schedule with and knew all about poop. Our dog's little potty issue was no match for him and now we can happily sit on our couch again! So glad we got the protection plan!
Joshua B	Euless	TX	I purchased the Guardsman insurance with our sectional couch, and it's come in handy! It's definitely a MUST if you have pets or children - all we did was submit a picture of the mess, and a Guardsman professional came within a few business days to do a professional clean up - our couch cushions were good as new!
Charles C.	Lawrence	KS	We just bought our new living room set. Our son slept on the reclining love seat and had an accident. I called up Guardsman and they sent someone out the next day. The tech showed up and cleaned the love seat. The love seat has not had any lingering smells which is really nice.
Brenda H.	Grand Prairie	TX	I was happy to purchase this extra protection. Very happy with the tech that came out to my house
Sarah W.	Mission	KS	Easy to file a claim. The cleaning was average and took a long time to get him to our house.