



GUARDSMAN[®]
Excellence in Furniture Care Since 1915

FABRIC CARE COLLECTION

INCLUDING 5 YEAR PRODUCT WARRANTY

- Be sure to carefully read through your Product Warranty
- Promptly report any claim to Guardsman[®]
- Keep this booklet with your important papers



**WARRANTY
NUMBER**

Guardsman Fabric Care Collection Including
5 Year Product Warranty ("Guardsman Product Warranty")
Supplied by Guardsman Australia Pty Ltd
ABN 34 079 889 900



GUARDSMAN

Excellence in Furniture Care Since 1915

**GUARDSMAN® FABRIC CARE COLLECTION INCLUDING 5 YEAR
PRODUCT WARRANTY**

CONGRATULATIONS ON CHOOSING THE GUARDSMAN® FABRIC CARE COLLECTION INCLUDING 5 YEAR PRODUCT WARRANTY

This booklet sets out useful information and tips for the care and maintenance of your new furniture. Please ensure that you read this booklet at your earliest convenience. The Guardsman Fabric Care Collection including 5 Year Product Warranty will help you protect and maintain the new upholstered furniture that you have purchased from your furniture retailer. With the right care, using the Guardsman Fabric Care Collection, your new furniture should give you and your family years of enjoyable use.

THE GUARDSMAN FABRIC CARE COLLECTION INCLUDES:

- Fabric Protector
 - 1 x Fabric Cleaner Level 1
 - 1 x Fabric Cleaner Level 2
 - 1 x Application Cloth
 - 1 x Guardsman 5 Year Product Warranty Booklet
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GUARDSMAN PRODUCT WARRANTY TERMS AND CONDITIONS

The Guardsman Fabric Care Collection including 5 Year Product Warranty comes with fabric protection (“Product”) and is available when you purchase your new upholstered furniture from your furniture retailer. With the correct care and maintenance as outlined in this warranty book you will receive the following benefits subject to the terms and conditions outlined.

1 The Guardsman Product Warranty will help protect Your New Furniture against:

- All accidental stains
- Human and pet bodily fluids
- Ballpoint pen and lipstick
- Accidental damage - including rips, tears, cuts or burns

Provided that:

- the Guardsman Fabric Protector is applied to the furniture immediately after you receive it, in accordance with the instructions for use set out in or on the product packaging prior to the use of the furniture
- you are the original purchaser
- the furniture is situated in Australia or New Zealand
- the furniture is exclusively used indoors for private and domestic purposes and is not abused or misused (does not apply to commercial purposes such as hotels, rental properties, boarding houses etc)
- the furniture is received from your furniture retailer with no stains or damage
- the following terms and conditions are met

- 2 If within 5 years after application of the Product to Your New Furniture the covering upholstery of the treated upholstered furniture is stained and the stain cannot be removed by you using the cleaning methods outlined in this warranty book, Guardsman will arrange for a professional technician to clean the affected area at no charge to you.**
- 2(a) You must be able to identify a stain so that the technician can use the correct method of cleaning to ensure the best results. If you cannot identify the cause of the stain, Guardsman cannot guarantee removal of the stain. Where a stain cannot be identified, Guardsman's obligation under the Guardsman Product Warranty is limited to 1 attempt by a professional cleaning technician to clean that particular stain.
- 2(b) You must notify Guardsman of the details of the stain within 5 days of the stain occurring. A stain is like cement, the longer you leave it the harder it sets and the harder it is to remove. If Guardsman is not notified within 5 days then Guardsman's obligation under the Guardsman Product Warranty is limited to 1 attempt to clean that particular stain from a professional cleaning technician.
- 3 Should the covering upholstery on Your New Furniture be accidentally damaged by a rip, tear, cut or burn, Guardsman will arrange for a repair technician to repair the accidental damage.**
- 3(a) You must notify Guardsman of the details of the accidental damage within 5 days of the damage occurring.
- 4 If the technician is unable to clean or repair (as set out in condition 2 and 3 above) the affected area then Guardsman will arrange for the affected area to be replaced in the original covering upholstery at no cost to you.**
- 4(a) If the original covering upholstery is no longer available then you may elect to have the affected area recovered with a covering upholstery of your choice to the same value as the original covering upholstery. If this is not acceptable to you then you can elect for a full refund from Guardsman of the purchase price paid by you for the Guardsman Product Warranty and the Guardsman Product Warranty will cease.
- 4(b) If the original covering upholstery is available, Guardsman cannot guarantee the exact colour match due to dye lot variations and upholstery fading. In these circumstances Guardsman's obligation is to provide the closest possible colour match available at the time. If this is not acceptable to you then you can elect for a full refund from Guardsman of the purchase price paid by you for the Guardsman Product Warranty and the Guardsman Product Warranty will cease.
- 5 In all cases Guardsman's financial liability under this warranty will be**

limited to a maximum amount equal to the actual purchase price of the furniture or Guardsman's purchase price, whichever is the lesser, at which point Guardsman's obligation under this warranty is deemed to be complete. If a total replacement of the furniture is undertaken by Guardsman, (at their sole discretion), for whatever reason, the replaced furniture becomes the property of Guardsman and the new furniture will not be covered under this warranty. In those circumstances this warranty will come to an end.

GUARDSMAN PRODUCT WARRANTY EXCLUSIONS

Guardsman is not responsible for stains or damage to the upholstery on Your New Furniture:

- 1 caused by, or arising from any, defect in the covering upholstery or the furniture or the manufacturing process (including stitching);**
- 2 caused to the covering upholstery prior to or on delivery or during shipment of the furniture;**
- 3 caused by normal wear and tear, including soiling from accumulated perspiration, body or hair oils, mould or mildew, fading or colour loss, non colourfast covering upholstery, or resulting in an odour being impregnated in, or emanating from, the upholstered furniture;**
- 4 in respect of which a claim may be made against an insurance company or against the manufacturer and/or supplier of the furniture;**
- 5 caused by mishandling, abuse, neglect, or a malicious or deliberate act, whether by human or animal (except as previously stated) or other agent or by sunlight (including fading), storm and tempest, lightning, fire, flooding, explosion, earthquake, aircraft or other vehicle impact, or by unusual use of the upholstered furniture;**
- 6 resulting from a failure to pre-test the fabric in accordance with the care instructions provided in this booklet or by the manufacturer;**
- 7 from dye transfer from furniture accessories and rugs;**
- 8 as a result of animal damage, other than that listed in the Product Warranty Terms and Conditions, point 1.**

This warranty is not a cleaning contract and does not apply to the cleaning of furniture that is soiled through everyday use. The addition of any other application without prior approval of Guardsman may void this warranty. Should your furniture require cleaning during the period of this Guardsman Product Warranty please contact Guardsman for an authorised cleaner in your area.

WARRANTY SERVICE PROCEDURE

To obtain service under the Guardsman Product Warranty please contact Guardsman Customer Service on the following numbers:

AUSTRALIA - TOLL FREE - 1 800 249 252

NEW ZEALAND - TOLL FREE - 0800 442 343

The Guardsman Customer Service agent will need certain information to assist with your enquiry or process your claim so please have the following at hand when you make the call:

- purchase details and a description of the upholstered furniture
- proof of purchase of the Guardsman® Fabric Care Collection
- the WARRANTY number of your Guardsman Product Warranty
- specific details of the stain or damage and how it occurred
- you will also need to provide your name, address and day/evening telephone number.

DISCLAIMER OF LIABILITY

Under no circumstances shall coverage under the Guardsman Product Warranty extend to any loss or damage to a person or property, direct, consequential or incidental, arising from use or inability to use the Product. This Guardsman Product Warranty does not cover any defects which are subject to manufacturer's recall or which are covered under a manufacturer's program of reimbursement. This is not a guarantee or promise relating to the nature of the material, workmanship or performance of any good to which a Product covered by the Guardsman Product Warranty has been applied. This Guardsman Product Warranty does not exclude or restrict any condition or warranty imposed or implied by any consumer legislation operating in Australia or New Zealand.

PRIVACY POLICY

Guardsman Australia Pty Ltd and its affiliates (Guardsman, us, we) respect your right to privacy. This policy summarises what personally identifiable information we collect, and how we use and disclose this information. This policy also describes other important topics relating to your privacy.

INFORMATION COLLECTION

Guardsman will collect personally identifiable information (such as name, title, company name, address, telephone number, or e-mail address) that you provide through our web site, e-mail correspondence, by registering a warranty or by requesting information from us or when you otherwise contact us in person. We will also collect general information (such as the type of browser you use, the files you request, and the domain name and country from which you request information) to improve our website and better meet your needs.

If you enter into a transaction (such as a purchase) at this website, you will be required to provide information that is needed to complete the transaction, including your name, shipping address, product selection(s), and your payment information. We do not keep any credit or other payment information longer than is necessary in order to comply with legal, tax, and auditing requirements. Other information you provide may be added to our company database(s).

We may passively collect information that is automatically sent to us by your web browser or your internet service provider. This information typically includes your domain name, your user name, and your numerical IP address. The amount of information sent by your web browser depends on its settings. Please refer to your browser if you want to learn what information it sends. We use this type of information to see which web pages you visit at our website, which website you visited before coming to our website, and where you go after you leave our website. We can then develop statistics that help us understand how our visitors use our website and how we can improve it.

We may actively obtain information about you by installing a marker on your computer commonly called a "cookie." Cookies enable us to know you by a computer-generated, unique identifier. By providing you with a unique cookie, we are able to create a database of your previous choices and preferences, and in situations where these choices or preferences need to be collected again; they can be supplied by us automatically, saving you time and effort. For example, after you purchase a product once, if you need to purchase it again, your previous selections for colour or other features will have been retained, and can be reentered more quickly. Your computer may be specially configured to reject cookies; please refer to

your browser for more information. Many Guardsman websites will allow you to visit without accepting cookies, but some features of our websites may not work properly if you choose to reject cookies.

Some of our sites may use third-party advertising technology to serve ads when you visit our website and sites upon which we advertise. This technology uses information about your visits to this website and the sites upon which we advertise, to serve our ads to you. In the course of serving our advertisements to you, a unique third-party cookie may be placed or recognised on your browser. In addition, these sites may use web beacons, provided by our third-party ad server, to help manage and optimise our online advertising. These web beacons enable our ad server, on our behalf or on behalf of our agent, to recognise a browser's cookie when a browser visits this site, and to learn which banner ads bring users to our website. Our third-party ad server is performing its functions on our behalf or on behalf of our agent, and we may, directly or indirectly, instruct such ad server to enable other service providers to receive information about our site related to our online advertising. To learn more about our third-party ad-serving partner, cookies, and how to "opt-out" please visit: guardsmanaustralia.com.

USE OF INFORMATION

The information will be used by Guardsman, eg, to respond to your inquiries, process your orders, supply you with requested information on Guardsman products and services or track orders you place with Guardsman. In addition, authorised third parties may be utilised by Guardsman to collect, track and process such information. If you would like to access your personal information and have it either removed or modified if it is incorrect, please contact us at privacy@guardsmanaustralia.com. We will use reasonable efforts to comply with your request.

You do not have to provide us with your personal information but, if you do not provide us with the information we require, we may not be able to provide you with the products and services that you request.

Guardsman may use any of the information gathered at this website (other than credit information) for any legal purpose. We may analyse personal information for historical, statistical or scientific purposes, or we may store the personal information for your convenience should you return to this website in the future. We may also use your personal information to investigate security breaches or cooperate with government authorities pursuant to a legal matter. Personal information collected online may also be combined with information you have provided to Guardsman through other sources such as product registrations, call centres, or publicly such as at trade shows or seminars.

In addition, we may have collected similar information from you in the past, before our Privacy Policy took effect. By using this website you agree to the terms of this privacy policy. By agreeing to the terms of this privacy policy you are consenting to our continued use of previously collected information under the terms of this privacy policy.

DISCLOSURE OF INFORMATION

We take reasonable steps to protect your personal information from misuse, interference, loss and unauthorised access, modification or disclosure. It may be necessary, if required by law or if pertinent to judicial or governmental investigations, to release your personally identifiable information.

We may share your information with third parties including contractors, dealers, distributors and retailers (Service Providers). An example of a Service Provider is a data processing contractor that operates computer systems on our behalf. If you provide Guardsman with your information, you consent to the terms of this Privacy Policy and to the transfer and storage of that information by our Service Providers located in Australia as well as in the US and the UK. In respect of your consent to the disclosure of your personal information by us to persons who are not in Australia, the US and UK, you acknowledge and understand that we will not take reasonable steps to ensure that the Overseas Recipients do not breach the Australian Privacy Principles in relation to that information and we will not be liable to you for any breaches of those principles by an Overseas Recipient.

CHILDREN AND PARENTS

Guardsman does not intend to collect personally identifiable information from children without permission of the child's parent or legal guardian. Children should submit personally identifiable information to Guardsman only with the explicit permission of their parent or legal guardian. Where appropriate, Guardsman will instruct children not to submit personal information. If your child has submitted personal information and you would like to request that such information be removed, you may do so as indicated above, and Guardsman will use reasonable efforts to comply with your request.

COMPLAINTS

If you wish to make a complaint about a breach of the Australian Privacy Principles, you can contact us via the contact details below. We will promptly investigate your complaint and contact you in writing to notify you of the steps we will take to attempt to resolve your complaint.

CONTACT DETAILS

Telephone: 1800 249 252
Email: info@guardsmanaustralia.com
Post: 13 Columbia Way, Norwest Business Park
Baulkham Hills NSW 2153

OTHER IMPORTANT INFORMATION

The Guardsman website may contain links to other sites. We do not endorse or otherwise accept responsibility for the content or privacy policies of those sites.

Guardsman is a global company with websites and computer facilities located in many countries. People from almost anywhere in the world can access our websites. We comply with the law of the country where our websites are located or directed.

Guardsman reserves the right to modify this privacy policy at any time. We will promptly reflect any such modifications in these web pages.

THE SECRET TO STAIN REMOVAL

Any spill, stain or spot is like cement in the way it works - the longer you leave it the harder it gets!

- Act immediately on the accidental spill for easy removal.
- Within one hour the stain has had a chance to sink and settle into the fabric.
- By tomorrow the stain is set in and will take a great deal of effort, not to mention cleaning chemicals to remove.

THE KEY TO STAIN REMOVAL IS TO ACT IMMEDIATELY!

AN OUNCE OF PREVENTION WILL GIVE YEARS OF BENEFIT!

The best way to keep your upholstery clean is to vacuum. Dry soils and dust are major enemies of your new upholstered furniture. The most important aspect of proper maintenance is to vacuum often (weekly) and correctly (using crevice tools, upholstery tools etc).

General soiling from clothing, shoes, children, pets, plants, body oils, hair oils and perspiration as well as atmospheric airborne soils from ventilation systems, fire places, wood stoves, cooking oils and household dust, will accumulate on your upholstery regardless of your fabric protection.

If not vacuumed regularly, everyday general soiling will settle between the individual fibres of your fabric and eventually dull, discolour and damage your valuable fabric.

PROFESSIONAL CLEANING

The beauty as well as durability of most upholstery fabrics, is vitally dependent on their cleanliness. Regular vacuuming will be the best defence against overall soiling.

No fabric protector prevents general soiling. However with proper maintenance, fabric protectors allow soils to sit on top of the fabric and be vacuumed away.

- Guardsman fabric protector helps protect against permanent spots and stains. It does not cover general soiling. Regular cleaning will remove general soiling and extend the life and beauty of the upholstery fabric. For best results reapply Guardsman Fabric Protection annually, after cleaning.
- Specialised skills are needed to properly clean upholstery because of the many different types of construction, fibres, weaves and dyes used to make upholstered furniture. It is very important that you select a qualified professional upholstery cleaner with experience in the industry.

Guardsman does not determine the type of cleaning method for your upholstery - your fabric content does.

FABRIC SPOT REMOVAL PROCEDURES

Before calling Guardsman's Customer Service you should attempt to remove spots yourself while they are still fresh. These at-home procedures will allow you to remove most spots and spills. Please remember that these spot cleaning procedures are for spot cleaning only, not for overall cleaning. Refer to the "Professional Cleaning" section of this Care guide for information on overall cleaning.

TO REMOVE MOST SPOTS AND STAINS, FOLLOW THESE BASIC RULES:

FABRIC CLEANER LEVEL 1

- Apply directly onto a clean cloth and gently blot over the stain, repeatedly until it disappears. Do not rub.
- To help prevent ring formation, dry the area using a hair dryer on cool setting (or a small fan if a hair dryer is not available) being careful not to overheat the fabric.
- If the stain remains, use level 2 cleaner.

FABRIC CLEANER LEVEL 2

- Apply level 2 directly onto the stain. Do not rub.
- Blot with a clean cloth to lift and remove the stain, repeating as needed with a clean section of the cloth until the stain is removed.
- Once the stain is removed, blot the area with Level 1 applied to a cleaning cloth.
- To help prevent ring formation, dry the area using a hair dryer on cool setting (or a small fan if a hair dryer is not available) being careful not to overheat the fabric.

TIP When working on a cushion with a zipper, unzip and place a clean white towel under the spot before working on the area.

APPLY Cleaning products should be applied to the clean application cloth enclosed in the Care Collection pack.

FOR ADDITIONAL INFORMATION CONTACT:

GUARDSMAN SERVICE DEPARTMENT

Toll Free 1800 249 252 within Australia

Toll Free 0800 442 343 within New Zealand

Monday through Friday, 8.30am - 5.00pm AEST

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

ABOUT GUARDSMAN

Guardsman has been a leader in the furniture care industry for over 100 years. In addition to providing excellent coverage, our Furniture Product Warranties also offer the security of a company that knows furniture. With a history of providing solutions to furniture problems, be they lounge, dining, bedroom or outdoor, our know-how is unmatched.

GUARDSMAN FURNITURE PRODUCT WARRANTIES

We are the leading provider of Furniture Product Warranties, having operations globally. With millions of product warranties in place, consumers have long relied on Guardsman, allowing them to enjoy their home without the worry of life's mishaps spoiling their beautiful furniture.

GUARDSMAN FURNITURE CARE PRODUCTS

Guardsman's solid reputation is built on a rich heritage as a leader in furniture care. Guardsman offers a comprehensive line of premium furniture care and touch-up products for wood, leather, and fabric furniture. To learn more, ask your furniture retailer or visit guardsmanaustralia.com.

CUSTOMER SERVICE

Our Furniture Product Warranties are administered by its Australian based customer service centre staffed by dedicated professionals, achieving world-class customer satisfaction rates.

SERVICE TECHNICIAN NETWORK

Guardsman's national network of highly-skilled furniture repair technicians successfully repair most damage during the first in-home service call.

NOTES



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