



**GUARDSMAN**<sup>®</sup>  
Excellence in Furniture Care Since 1915

# FABRIC CAR SEAT PROTECTION

INCLUDING 5 YEAR  
PRODUCT WARRANTY

- Be sure to carefully read through your Product Warranty
- Report any claim to Guardsman<sup>®</sup> within 5 days
- Keep this booklet with your important papers



PRODUCT WARRANTY  
WITH 5 YEAR  
5  
PRODUCT WARRANTY

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

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# FABRIC CAR SEAT PROTECTION

## INCLUDING 5 YEAR PRODUCT WARRANTY

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### PRODUCT WARRANTY QUICK REFERENCE GUIDE

Subject to terms and conditions as outlined in this document:

- 5 year protection for all accidental stains on your car seats
- Guardsman Fabric Protector must be applied by an authorised technician or detailer
- **All accidental stains must be reported within 5 days**
- **You must be able to identify the cause of all stains**
- Full terms, including how to make a claim, are set out in this Booklet

#### Note:

The Guardsman fabric protector does not 'waterproof' your fabric upholstery. Depending on the nature of your upholstery, spilled liquids may not bead on the surface. This does not mean the protection is not working.

**As part of your purchase of the Guardsman Fabric Car Seat Protection package (including this product warranty) your authorised technician or detailer will also apply Guardsman fabric protection to the carpets and floor mats of your car. This additional service is not covered by this product warranty however you still have your rights under the Australian Consumer Law should our product fail to be of acceptable quality when applied to the carpets and floor mats of your car.**



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## CONGRATULATIONS ON CHOOSING GUARDSMAN FABRIC CARE

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### What's in this document?

This document sets out the terms of your 5 year Car Seat Product Warranty. Please read at your earliest convenience.

The Guardsman Fabric Car Seat Protection product warranty will help you protect and maintain your fabric car seat upholstery.

### Additional Fabric Protector product

Your authorised technician or detailer has been provided with enough Fabric Protector product for application during the 5 years of our Guardsman 5 Year Car Seat Product Warranty. They will provide any remaining product to you after application.

If for any reason you need more protector product (whether because of spillage or for any other reason), there's no need to panic — you can purchase more at [www.greatproduct.com.au](http://www.greatproduct.com.au).

Note: whilst the initial application of the fabric protector must be made by an authorised technician or detailer, you can make subsequent application of fabric protector at any time yourself. simply follow the instructions on the packaging.

The purchase and application of any additional Guardsman Fabric Protector product will not void the Guardsman 5 year Product Warranty.

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## GUARDSMAN FABRIC CAR SEAT PROTECTION INCLUDES:

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- 1 or 2 x Fabric Protector (per size of warranty purchased)
- 1 x Fabric Cleaner Level 1
- 1 x Fabric Deep Cleaner Level 2
- 1 x Application Cloth
- 1 x Booklet (incl. the terms of the Guardsman 5 Year Car Seat Warranty)

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## GUARDSMAN FABRIC CAR SEAT PRODUCT WARRANTY TERMS

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### The Guardsman Fabric Car Seat Product Warranty - General

1. Guardsman Fabric Protector is professional stain protection for fabric car seats. Our Fabric Protector spray forms an invisible shield against common stains, protecting fabric so it looks cleaner, longer.

The warranty relates to the covering fabric surface of your car seats only and does not cover cushions, springs, foam, backing/underside, floor mats, carpets, headlining, dash, door trims, arm rests (that aren't an integral part of the car seat) etc.

### **Car Seat Product Warranty**

2. Subject to the terms below, you can claim under this warranty in relation to all accidental stains including (but not limited to) food & beverage stains, human & pet bodily fluids

### **Entitlement to make a claim under this warranty**

3. You will be entitled to make a claim under this warranty if:
  - a. You are the registered owner of the car and the purchaser of the Guardsman Fabric Car Seat Protection Product Warranty;
  - b. The claim is made within five years after the purchase of the Guardsman Fabric Car Seat Protection Product Warranty;
  - c. Guardsman Fabric Protector was applied by an authorised technician or detailer, in accordance with the instructions on the product's packaging, to the fabric of the car interior;
  - d. The fabric being protected had no pre-existing stains or damage;
  - e. The car is situated in Australia or New Zealand and is used exclusively for private travel (no commercial vehicles, ridesharing, Uber / Didi etc);
  - f. Your claim relates to a stain, you have first attempted to remove the stain by using the cleaning products provided in the kit; and
  - g. You report the stain to us within 5 days of the stain occurring and can identify the cause of the stain.
4. You will also need to be able to provide the proof of purchase of your Guardsman Car Seat Product Warranty;
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 Guardsman Car Seat Product Warranty, at which point Guardsman's obligation under this warranty is deemed to be complete.**

## **PRODUCT WARRANTY EXCLUSIONS**

6. You will not be entitled to make a claim under this warranty:
  - a. for stains to the fabric car upholstery that aren't accidental in nature, ie: wear & tear, build up of dirt, grime and other stains etc;
  - b. for stains to areas of the car other than the fabric upholstered seats;
  - c. for any damage caused to the fabric car upholstery;
  - d. if the claim arises more than 5 years after the purchase of the Guardsman Fabric Car Seat Protection Warranty;
  - e. in respect of any defect in the car interior upholstery;
  - f. in respect of which a claim may be made against an insurance company or against the manufacturer and/or supplier of the car;
  - g. caused by unusual use of the car or its mishandling, abuse, neglect, or a malicious or deliberate act, whether by human or animal or other agent or by any cause (whether natural or not) including rain, lightning, fire, flooding, explosions or earthquake;
  - h. resulting from a failure to pre-test the use of any cleaning or protector products on the car interior upholstery in accordance with the instructions provided by the manufacturer;
  - i. resulting from the car interior upholstery not being cared for or maintained as per the manufacturer's instructions;
  - j. if the car is used for commercial (sales reps, trades, deliveries etc) or ridesharing (Uber, Didi etc) purposes

7. This warranty is not a cleaning contract and does not apply to the cleaning of car interior upholsteries that are soiled through everyday use. The addition of any other application without prior approval of Guardsman may void this warranty. Should your car interior upholstery require cleaning during the period of this Guardsman Car Seat Product Warranty please contact Guardsman for an authorised detailer.

### **How to make a claim under this warranty**

8. To make a warranty claim, please contact Guardsman Customer Service by:  
Calling us between 9.00am and 5.00pm AEST on:  
1800 249 252 (Australia, toll free), or  
0800 442 343 (New Zealand, toll free)  
Emailing us at [claimwarranty@guardsmanaustralia.com](mailto:claimwarranty@guardsmanaustralia.com)  
Visiting us online at [www.guardsmanaustralia.com](http://www.guardsmanaustralia.com)

9. 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:
  - a. Description and details of your car (including car registration info) and the car interior upholstery;
  - b. Proof of purchase of the Guardsman Car Seat Product Warranty;
  - c. Specific details of the stain and how / when it occurred, including photos of the stain;
  - d. You will also need to provide us with your current contact details.

#### **What happens when you contact us with a warranty claim?**

10. If you contact us regarding a stain on the car seat upholstery for which you are entitled to make a claim under this warranty, Guardsman will arrange for a cleaning technician to clean the affected area at no charge to you.

You must be able to identify the cause of the 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 its removal and our liability under this warranty is limited to 1 attempt by a professional technician to clean the stain.

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, our liability under this warranty is limited to 1 attempt by a professional cleaning technician to clean the stain.

- a. **If the covered stain cannot be reasonably removed by the cleaning technician, Guardsman will provide a full refund of the cost of the Car Interior Warranty paid by you. At this point the Guardsman Product Warranty will cease.**

#### **Guardsman's liability**

11. Under no circumstances will Guardsman's financial liability under this warranty extend to any loss or damage to a person or property, whether direct, indirect, consequential or incidental, arising from use or inability to use the Guardsman product. This warranty does not cover any defects which are subject to a manufacturer's recall. This is not a guarantee or promise relating to the nature of the material, workmanship or performance of any car interior upholstery to which the Guardsman Fabric Protector has been applied.

## Consumer Law

12. Our goods come with guarantees that cannot be excluded under Australian Consumer Law or New Zealand Consumer Guarantees Act (as applicable).

In Australia, 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 doesn't amount to a major failure.

In New Zealand, you are entitled (at your option) to a replacement or refund from the retailer if a failure is of substantial character. If the failure is not of substantial character, then you are entitled, at the option of the retailer, to have the goods repaired, replaced or to receive a refund (if the goods are not repairable). You are also entitled to seek damages from the retailer for reasonably foreseeable loss or damage. In addition to your rights against the retailer, you also have certain rights against us as manufacturer of the goods.

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## Privacy Policy

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If you register your warranty or otherwise contact Guardsman Australia Pty Ltd or an affiliate (Guardsman) about this product, your personal information will be collected, handled and used by Guardsman in accordance with its Privacy Policy, which can be found at [www.guardsmanaustralia.com/privacy-policy/](http://www.guardsmanaustralia.com/privacy-policy/). If you have any questions about the Privacy Policy, you can contact Guardsman either by:

- **Post to 13 Columbia Way, Baulkham Hills NSW 2153;**
- **Email to [info@guardsmanaustralia.com.au](mailto:info@guardsmanaustralia.com.au); or**
- **Telephone on 1800 249 252**



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