



GUARDSMAN
Excellence in Furniture Care Since 1915



Wood Protection Product Warranty

5 year protection against all accidental stains
and accidental damage for all wood
dining, bedroom and occasional furniture



Food



Beverage



Pet Bodily
Fluids



Rips, Cuts
& Tears



Deep Scratches
& Gouges



Burns



GUARDSMAN
Excellence in Furniture Care Since 1915



Protect your new wood furniture including tables, chairs, bedroom, storage & display units, shelving, buffets and hutches

Accidental stains can be caused by almost anything and accidental damage can occur at any time. That's why the Guardsman Wood Protection Product Warranties protect your wood furniture for 5 years.*

What does the warranty cover?

Your Guardsman Protection Warranty protects your wood furniture against **ACCIDENTAL STAINS AND ACCIDENTAL DAMAGE FOR 5 YEARS.***

Who are Guardsman?

Guardsman has been a leading expert in furniture care and repair since 1915. Our Wood Protection Product Warranties ensure that you can enjoy your wood furniture for what it was designed for — everyday, worry free use.

How do I make a claim?

1. Contact Guardsman within 5 business days of the stain/damage occurring
2. Be sure you can identify the cause of the accidental stain or damage
3. Have the invoice for your furniture and Guardsman Warranty handy
4. We'll do the rest!

How does the claim process work?

Our customer service team will investigate a number of options to find the best fix for your stain or damage.

- First step is to see if we can clean or repair the affected area
- If the claim is more complicated we may look to replace the area, ie: replacing wood panels, cushions or covers or recovering the area with new fabric or leather upholstery*
- In some instances, if it's a really big problem, we may even replace the full piece of furniture!*



Is there any fine print I should know about?

We definitely recommend you read the full terms & conditions before purchase — your retailer can provide a copy of the appropriate warranty book for you or visit www.guardsmanaustralia.com

What else do I get?

You'll also receive a Wood Care Collection Warranty Kit, containing the following protection, cleaning, and care products:

Wood Care Collection*

- Wood Clean & Polish, Wood Deep Clean, Ultimate Dusting Cloth, Water Ring & Mark Remover Cloth, Touch-Up Marker 3-Pack, Filler Stick 5-Pack
- Wood Plus Fabric Kit: as above + Fabric Protector
- Wood Plus Leather Kit: as above + Leather Cleaner and Leather Protector

Are the products safe?

Absolutely. Our products are designed for use in the household / domestic environments and are perfectly safe for kids, adults and pets.

Examples of stains & damage we have covered:



Gouge



Nail Polish



Chip

Wood Care Collection Kit



*Kit contents & packaging may vary based on type and size of wood warranty purchased

FURNISH FEARLESSLY™

COVERAGE	WOOD	WOOD + FABRIC	WOOD + LEATHER
ACCIDENTAL STAINS (but not limited to)			
Food and beverage stains	✓	✓	✓
Human and pet bodily fluids	✓	✓	✓
Pen, ink and paint	✓	✓	✓
Dye transfer from hair dye, clothing, newspapers and magazines	✓	✓	✓
Lipstick, nail polish and other cosmetics	✓	✓	✓
Spray tan	✓	✓	✓
Glue and wax	✓	✓	✓
Bleach and other acids	✓	✓	✓
Dirt and mud	✓	✓	✓
Soaps, shampoos and detergents	✓	✓	✓
Tar, grease and oil	✓	✓	✓
Caustic solutions	✓	✓	✓
ACCIDENTAL DAMAGE			
Deep scratches ¹ , gouges ² and chips	✓	✓	✓
Water rings	✓	✓	✓
Heat marks and burns	✓	✓	✓
ADDITIONAL FABRIC & LEATHER DAMAGE COVERAGE			
Rips, tears, cuts, burns	-	✓	✓
EXCLUDED STAINS & DAMAGE (not covered by Guardsman, including)			
Pet damage such as clawing, scratching or chewing	✗	✗	✗
Manufacturing faults and defects, leather peeling or cracking	✗	✗	✗
Misuse, abuse or arising from lack of care and maintenance	✗	✗	✗
Build up of dirt, grime, sweat marks	✗	✗	✗
Odours, discolouration and fading	✗	✗	✗
¹ See warranty book terms & conditions for full dye transfer coverage.			

¹DEEP SCRATCHES: A rub or scrape that cuts through the furniture surface exposing the base timber.

²GOUGES: An impact to the furniture surface that results in a hole or dent to the furniture exposing the base timber.

NOTE: Light Surface marks caused by normal wear and tear from everyday use are not covered.

Wood
Warranty T&Cs



Guardsman Australia Pty Ltd
AUS 1800 249 252 | NZ 0800 442 343
info@guardsmanaustralia.com
guardsmanaustralia.com

*Terms and conditions apply. Refer to the warranty book for full details (available at guardsmanaustralia.com). Our goods come with guarantees that cannot be excluded under the Australian Consumer Law and also safeguards consumers in New Zealand under the Consumer Guarantees Act. 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.