



GUARDSMAN®

Excellence in Furniture Care Since 1915

COMMERCIAL LEATHER PROTECTION

INCLUDING 3 YEAR
PRODUCT WARRANTY

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



3 YEAR PRODUCT WARRANTY WITH 3 YEAR PRODUCT WARRANTY

WARRANTY
NUMBER

Guardsman Commercial Leather Protection Including
3 Year Product Warranty ("Guardsman Commercial Product
Warranty")
Supplied by Guardsman Australia Pty Ltd
ABN 34 079 889 900

COMMERCIAL LEATHER PROTECTION

INCLUDING 3 YEAR PRODUCT WARRANTY

PRODUCT WARRANTY QUICK REFERENCE GUIDE

- 3 year coverage for accidental food and beverage stains
- Guardsman Leather Protector must be applied immediately upon delivery of the furniture
- **All accidental stains must be reported within 5 days (p.6, point 11)**
- **You must be able to identify the cause of all stains (p.6, point 11)**
- Full terms, including how to make a claim, are set out in this Booklet



CONGRATULATIONS ON CHOOSING GUARDSMAN LEATHER CARE

What's in this booklet?

This booklet sets out the terms of your 3 year Commercial Product Warranty, as well as useful information and tips for the care and maintenance of the leather upholstery on your new furniture. Please read this booklet at your earliest convenience.

The Guardsman Commercial Leather Protection product warranty will help you protect and maintain your new upholstered furniture for use in commercial properties (as defined below). With the right care, using Guardsman Leather Care, your new furniture should provide years of enjoyable use.

Additional Leather Protector product

We have provided you with enough Leather Protector product for application during the 3 years of our Guardsman 3 Year Commercial Product Warranty. However if you need more protector product (whether because of spillage or for any other reason), there's no need to panic - you can purchase more from your furniture retailer or at www.greatproduct.com.au.

The purchase and application of any additional Guardsman Leather Protector product will not void the Guardsman 3 year Product Warranty.

GUARDSMAN COMMERCIAL LEATHER PROTECTION INCLUDES:

- 1 x Leather Protect & Preserve
- 1 x Leather Clean & Renew
- 3 x Ink Remover Wipes
- 1 x Application Cloth
- 1 x Sponge
- 1 x Booklet (including the terms of the Guardsman 3 year Commercial Product Warranty)

GUARDSMAN COMMERCIAL PRODUCT WARRANTY TERMS

The Guardsman Commercial Product Warranty - General

1. The Guardsman Leather Protector is professional stain protection for leather upholstery. Our Leather Protector product forms an invisible shield against the most common stains, protecting leather so it looks cleaner, longer.

The warranty relates to the covering leather upholstery only, and does not cover any internal components such as foam, springs, frame and mechanisms, nor any dust covers, evolution or other coverings.

Commercial Product Warranty

2. Subject to the terms below, you can claim under this warranty in relation to:
 - a. accidental food & beverage stains.

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 original purchaser of the furniture which was purchased from your furniture retailer as new and together with the Guardsman Commercial Leather Protection Product Warranty;
 - b. The claim is made within three years after the purchase of the furniture together with the Guardsman Commercial Leather Protection Product Warranty;
 - c. The Guardsman Leather Protector was applied, in accordance with the instructions on the product's packaging, to the leather upholstery of the furniture immediately after you received it & prior to furniture use;
 - d. The furniture was received by you with no stains or damage;
 - e. The furniture is situated in Australia or New Zealand and has been used exclusively indoors in Commercial Properties (as defined below);
 - f. Your claim relates to a stain, you have first attempted to remove the stain by using the cleaning methods outlined in this booklet; and
 - g. You report the stain to us within 5 days of the stain occurring and can identify the cause of the stain.

4. The 3 Year Commercial Product Warranty is limited to use of the Guardsman Leather Protector on furniture used in:
 - a. short-term rental arrangements (e.g. AirBNB, Stayz, Home Away etc)
 - b. long-term rental arrangements ('rental / for lease' properties)
 - c. holiday homes as rented out to other users
 - d. light commercial enterprises, limited to doctors surgeries, dental surgeries, display homes("Commercial Properties") and not in any other commercial settings. While not wishing to limit these exclusions, please note, for example, that the Warranty will not cover use of the Guardsman Leather Protector on furniture used in hotels / motels, restaurants, hospitality enterprises, commercial office blocks, retail outlets, aged care facilities, bed and breakfasts, hospitals and other health care environments.

5. You will also need to be able to provide the following details:
 - a. Proof of purchase of your Guardsman Commercial Product Warranty; and the
 - b. Warranty number of your Guardsman Commercial Product Warranty.

PRODUCT WARRANTY EXCLUSIONS

6. You will not be entitled to make a claim under this warranty for stains to the upholstery on your furniture:
 - a. which are not food or beverage stains;
 - b. if the claim arises more than 3 years after the purchase of the furniture together with the Guardsman Commercial Leather Protection Product Warranty;
 - c. caused by, or arising from, any defect in the upholstery or the furniture (including buttons, stitching and seams popping or coming undone);
 - d. caused to the upholstery prior to or on delivery, or during shipment of the furniture;
 - e. in respect of which a claim may be made against an insurance company or against the manufacturer and/or supplier of the furniture;
 - f. caused by unusual use of the furniture 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;
 - g. resulting from a failure to pre-test the use of any cleaning or protector products on the covering upholstery in accordance with the care instructions provided in this booklet or by the manufacturer;
 - h. resulting from the furniture not being cared for or maintained as per the manufacturer's instructions;
 - i. if the furniture was used in any commercial properties other than those listed in paragraph 4.

7. 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 Commercial Product Warranty please contact Guardsman for an authorised cleaner.

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
Visiting us online at:
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. Purchase details and a description of the upholstered furniture
 - b. Proof of purchase of the Guardsman Commercial Product Warranty
 - c. Warranty number of your Guardsman Commercial Product Warranty
 - d. Specific details of the stain and how / when it occurred, including photos of the stain
 - e. You will also need to provide us with your current contact details

Privacy

10. Guardsman will collect, use and disclose your personal information in accordance with its privacy policy which can be found at <https://www.guardsmanaustralia.com/en/about/policy.html>

What happens when you contact us with a warranty claim?

11. If you contact us regarding a stain on the upholstery on your furniture for which you are entitled to make a claim under this warranty, Guardsman will arrange for a professional 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.

12. If the technician is unable to clean the stain, Guardsman will arrange for the affected area to be replaced in the original covering upholstery at no cost to you.
 - a. If the original covering upholstery is available, but is not the exact colour match due to dye lot variations and upholstery fading, Guardsman's obligation is to provide the closest possible colour match available at the time.

If this is not acceptable to you, you can elect to receive a full refund from Guardsman of the purchase price paid by you for the Guardsman Commercial Leather Protection Product Warranty and this warranty will cease.
13. If the original covering upholstery is no longer available, you may elect to have the affected area re-covered with an upholstery of your choice to the same value as the original upholstery.

If this is not acceptable to you, you can elect to receive a full refund from Guardsman of the purchase price paid by you for the Guardsman Commercial Leather Protection Product Warranty and this warranty will cease.

14. In some circumstances and at Guardsman's sole discretion, we may elect to replace a part of or the total piece of furniture as the best course of action to remedy the stained upholstery.

If a total replacement of the furniture is undertaken by Guardsman, the original furniture becomes the property of Guardsman and the new furniture will not be covered under this warranty. In those circumstances, this Guardsman Commercial Product Warranty will cease.

Guardsman's liability

15. In all cases, Guardsman's financial liability under this warranty will be limited to a maximum amount equal to the lesser of: (a) the actual purchase price of the furniture; and (b) the purchase price that Guardsman is able to pay for any replacement furniture, at which point Guardsman's obligations under this warranty are deemed to be complete.
16. 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 furniture to which the Guardsman Leather Protector has been applied.

Consumer Law

17. 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.

The Secret To Stain Removal

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

THE KEY TO STAIN REMOVAL IS TO ACT IMMEDIATELY!

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

Regular Cleaning And Maintenance Is Key

- Dust regularly to avoid damage to your top coat
- Always follow up use of Guardsman Leather Clean and Renew by using Guardsman Leather Protect & Preserve
- Attend to all stains immediately
- Clean and protect your leather upholstery 3-4 times per year

Professional Cleaning

The beauty and durability of upholstery leather is dependent on its cleanliness.

Regular vacuuming will be the best defence against overall daily soiling, however Guardsman recommends you have your leather upholstered furniture professionally cleaned at least once a year.

Note: having your lounge professionally cleaned will not void your warranty.

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.

No leather protector prevents general soiling. However with proper maintenance, leather protectors allow soils to sit on top of the leather and be cleaned much more effectively.

Note: Guardsman leather protection does not need to be reapplied to your furniture at any stage throughout the 3 year warranty period, however we recommend that for best results and for best care of your furniture it is reapplied 3-4 times per year as above.

Guardsman Leather Protection

Guardsman leather protector helps protect against accidental spots and stains becoming permanent. It does not prevent general soiling. Regular cleaning will remove general soiling and extend the life and beauty of the upholstery leather.

LEATHER SPOT CLEANING HINTS AND TIPS

Before calling Guardsman's Customer Service team 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 'Caring For Your Furniture; Professional Cleaning' for more information.

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

We recommend the use of Guardsman leather cleaning and care products to deal with everyday stains and spills. These products are available from your furniture retailer or online at www.greatproduct.com.au.

Note: First test the products on a hidden area to ensure they are suitable for use on your furniture. Read all instructions on product labelling before use.

Leather Cleaner

Oil-free cleaning solution for removing soil, surface grime and common household stains and spills.

- Shake bottle and dampen sponge with cleaner.
- Squeeze sponge to form a light foam.
- Wipe the leather gently, in a light circular motion to clean. Do not rub!
- Next, wipe off any excess with soft cloth, and allow leather to dry.

Ink Remover Wipes

Specially treated wipes for removing ink and pen as well as lipstick and other stubborn stains.

- Use Leather Cleaner first to remove as much of the stain as possible.
- Gently wipe stain with Ink Remover Wipe. Do not rub!
- Blot the area with a damp cloth, ensuring leather surrounding stain has not been affected by wiping it clean.
- Repeat steps if needed until stain is removed.
- When finished, re-clean with Leather Cleaner to remove any remaining Ink Remover solution.

ABOUT GUARDSMAN

Guardsman has been a leader in the furniture care industry for over 100 years.

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 leather, leather, wood, outdoor and stone furniture as well as premium mattress protectors. To learn more, ask your furniture retailer or visit www.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.

CONTACT INFORMATION

Phone

1800 249 252 (Australia, toll free), or
0800 442 343 (New Zealand, toll free)

Email

General Information - info@guardsmanaustralia.com
Warranty Claims - claimwarranty@guardsmanaustralia.com

Online

www.guardsmanaustralia.com

NOTES



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3 YEAR PRODUCT WARRANTY**

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