



GUARDSMAN®

Excellence in Furniture Care Since 1915

COMMERCIAL MATTRESS 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



PRODUCT WARRANTY
WITH 3 YEAR
WARRANTY

WARRANTY
NUMBER

Guardsman Commercial Mattress Protection Including
3 Year Product Warranty ("Guardsman Commercial Product
Warranty")

Supplied by Guardsman Australia Pty Ltd
ABN 34 079 889 900

COMMERCIAL MATTRESS PROTECTOR

INCLUDING 3 YEAR PRODUCT WARRANTY

PRODUCT WARRANTY QUICK REFERENCE GUIDE

- 3 year coverage for human bodily fluids, accidental food and beverage stains
- The Guardsman Mattress Protector must be used on the mattress at all times
- 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 MATTRESS PROTECTION

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 your mattress protector and new mattress. Please read this booklet at your earliest convenience.

The Guardsman Commercial Mattress Protector will help you protect and maintain the new mattress that you have purchased for use in commercial properties (as defined below).

GUARDSMAN COMMERCIAL PRODUCT WARRANTY TERMS

The Guardsman Commercial Product Warranty - General

1. The Guardsman Commercial Mattress Protector is a waterproof protector for your new mattress. Our mattress protectors form a shield against the most common household stains, protecting your mattress so it remains cleaner for longer.

The warranty relates to the external surfaces of the mattress only, and does not cover any internal components such as foam, springs or mechanisms.

Commercial Product Warranty

2. Subject to the terms below, you can claim under this warranty in relation to:
 - a. accidental stains: including human bodily fluids (excluding accumulated sweat, perspiration & body & hair oils), food & beverages.

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 mattress which was purchased from your mattress retailer as new and together with the Guardsman Commercial Mattress Protectorion Product Warranty;
 - b. The claim is made within three years after the purchase of the mattress together with the Guardsman Commercial Mattress Protection Product Warranty;
 - c. The Guardsman Commercial Mattress Protector was being used, in accordance with the instructions on the product's packaging, on the mattress at all times;
 - d. The mattress was received by you with no stains or damage;
 - e. The mattress 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 Commercial Mattress Protector on mattresses 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 Mattress Protector on mattresses used in hotels / motels, hospitality enterprises, 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 your mattress:
 - a. which are not human bodily fluids or food or beverage stains;
 - b. if the claim arises more than 3 years after the purchase of the mattress together with the Guardsman Commercial Mattress Protection Product Warranty;
 - c. caused by, or arising from, any defect in the mattress (including buttons, stitching, handles and seams popping or coming undone);
 - d. caused to the mattress prior to or on delivery, or during shipment;
 - e. in respect of which a claim may be made against an insurance company or against the manufacturer and/or supplier of the mattress;
 - f. caused by unusual use of the mattress 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 mattress in accordance with the care instructions provided in this booklet or by the manufacturer;
 - h. resulting from the mattress not being cared for or maintained as per the manufacturer's instructions;
 - i. if the mattress was used in any commercial properties other than those listed in paragraph 4.

7. This warranty will cease immediately if the mattress protector has not been used to protect the mattress.
8. This warranty is not a cleaning contract and does not apply to the cleaning of mattress that is soiled through everyday use. The addition of any other application without prior approval of Guardsman may void this warranty. Should your mattress 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

9. 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
10. 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 mattress
 - 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

11. 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?

12. If your Guardsman Commercial Mattress Protector is stained and cannot be cleaned using the guidelines included in this warranty booklet (p8), Guardsman will replace the mattress protector at no cost to you up to a maximum of 1 time during the specified warranty coverage period.
13. If while using the mattress protector the mattress becomes stained as a result of the failure of the protector, Guardsman will arrange for the mattress to be cleaned by a professional technician at no cost 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.

14. If the technician is unable to clean or repair the stained or damaged mattress, Guardsman will replace the mattress at no cost to you.
15. If a total replacement of the mattress is undertaken by Guardsman, the original mattress becomes the property of Guardsman and the new mattress will not be covered under this warranty. In those circumstances, this Guardsman Commercial Product Warranty will cease.

Guardsman's liability

16. 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 mattress; and (b) the purchase price that Guardsman is able to pay for any replacement mattress, at which point Guardsman's obligations under this warranty are deemed to be complete.
17. 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 mattress on which the Guardsman Commercial Mattress Protector is being used.

Consumer Law

18. 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.

CARING FOR YOUR COMMERCIAL MATTRESS PROTECTOR

Your Guardsman Commercial Mattress Protector is designed to repel even the toughest of stains. Its durability and performance will be greatly improved with regular care and cleaning.

We recommend that you wash your mattress protector regularly, following these easy care instructions:

EASY CARE INSTRUCTIONS



Machine
Wash
HOT



Tumble
Dry
MEDIUM



Do
NOT
Bleach



Do
NOT
Iron



Do
NOT
Dry Clean

Your Guardsman Commercial Mattress Protector including product warranty protects against permanent spots and stains. It does not cover general soiling. Regular cleaning of the Mattress Protector will remove general soiling and help extend the life of the Mattress.

CARING FOR YOUR MATTRESS

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 in
- By tomorrow, the stain is set in and will take a great deal of effort, not to mention cleaning chemicals, to remove

An Ounce Of Prevention Will Give Years Of Benefit!

Guardsman recommends always following the manufacturer's cleaning and care instructions.

The best way to keep your mattress clean is to vacuum. Grime, oils and dust are major enemies of mattresses. The most important aspect of proper maintenance is to vacuum often and correctly (using the correct vacuum attachments).

General soiling, particularly from body and hair oils, skin, dust mites and perspiration, as well as airborne soils and household dust, can accumulate on your mattress whenever you are laundering your mattress protector.

MATTRESS 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 Mattress' for more information.

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

We recommend the use of Guardsman fabric cleaning and care products to deal with everyday stains and spills on your mattress. These products are available from your bedding 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 mattress. Read all instructions on product labelling before use.

Fabric Cleaner Level 1

For all common and water-based household stains and spills.

- 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, being careful not to overheat the mattress.
- If the stain remains, use Deep Fabric Cleaner Level 2.

Deep Fabric Cleaner Level 2

For all tougher, more stubborn household stains and spills.

- Apply Level 2 Cleaner 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 the cloth.
- To help prevent ring formation, dry the area using a hair dryer on cool setting, being careful not to overheat the mattress.

Fabric Deodoriser

Removes common odours from your mattress.

- Apply directly onto mattress with one or two sprays to the source of the odour, do not saturate.
- To help prevent ring formation, dry the area using a hair dryer on cool setting, being careful not to overheat the mattress.

ABOUT GUARDSMAN

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

GUARDSMAN FURNITURE CARE PRODUCTS

Guardsman's solid reputation is built on a rich heritage as a leader in mattress care. Guardsman offers a comprehensive line of premium mattress care and touch-up products for mattress, mattress, wood, outdoor and stone mattress as well as premium mattress protectors. To learn more, ask your mattress 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 mattress 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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