



GUARDSMAN
Excellence in Furniture Care Since 1915

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

Guardsman® ProGuard Care Collection Including 5 Year Product Warranty

Congratulations and thank you for choosing the Guardsman ProGuard Care Collection Including 5 Year Product Warranty to protect and maintain your new furniture.

With the Guardsman ProGuard Care Collection and a small amount of care, your new furniture should give you and your family years of enjoyable use.

Correct and regular use of Guardsman ProGuard Protect & Preserve and ProGuard Clean & Renew will assist in maintaining the quality of your new valuable furniture investment, as well as retain its beauty and appearance. It will also help professional technicians to remove a stain or repair a damaged area should this occur.

Important Care Tips:

1. Dust regularly to avoid damage to your top coat.
2. Always follow up ProGuard Clean & Renew with the application of ProGuard Protect & Preserve.
3. Attend to ink stains immediately.
4. If on any prescription medication, avoid your skin touching the upholstery (medication will damage the top coat). Clean and Protect more regularly as below.
5. Clean 4 to 6 times per year and always follow up with ProGuard Protect & Preserve.
6. Call **1800 249 252** Monday - Friday, 8.30am - 5.00pm AEST for help.

This 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 the furniture.

Benefit Statement and Guardsman® ProGuard Care Collection Warranty Terms and Conditions

1. The Guardsman ProGuard Care Collection includes: 1 x ProGuard Clean & Renew, 1 x ProGuard Protect & Preserve, Application Sponge, Application Cloth and Guardsman's 5 Year Product Warranty.

1A. The Guardsman ProGuard Care Collection Including 5 Year Product Warranty is only available when you purchase your new furniture from your furniture retailer.

1B. The new furniture must be delivered to you in a clean (soil free) and undamaged state. The Guardsman ProGuard Protect & Preserve should be applied to the furniture immediately after you receive it, in accordance with the instructions for use set out on the product packaging, prior to the use of the furniture.

1C. The furniture must be cared for and maintained during the 5 year warranty period in accordance with the care and cleaning instructions set out on the bottles of the Guardsman ProGuard Protect & Preserve and Guardsman ProGuard Clean & Renew.

1D. The use of any upholstery cleaner or protector on the furniture other than Guardsman ProGuard Clean & Renew or ProGuard Protect & Preserve may void this warranty.

2. Subject to the terms and conditions outlined in this booklet, The Guardsman ProGuard Care Collection will help protect your furniture against:

- ALL ACCIDENTAL STAINS
- ACCIDENTAL DAMAGE - including rips, tears, cuts or burns
- HUMAN AND PET BODILY FLUIDS
- BALLPOINT PEN AND LIPSTICK

3. If you, as the original purchaser, use the Guardsman ProGuard Care Collection Including 5 Year Product Warranty to protect, clean and care for your new furniture, Guardsman will, subject to the terms of this warranty clean, repair or at their discretion, replace any area of the furniture's upholstery that is damaged within 5 years of the date the furniture was purchased by you because of the failure of the Guardsman ProGuard Care Collection to protect your new furniture from the matters noted in clause 2.

3A. The furniture may only be used in the home for private and domestic purposes in Australia and 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)

3B. You must promptly attend to any stain or other damage to the upholstery in accordance with the care and cleaning instruction set out on the bottles of Guardsman Cleaner and Protector. You may also contact Guardsman's Customer Service for cleaning advice.

3C. Guardsman Customer Service must be notified of a claim under this warranty within 5 days of the stain (if it cannot be removed) or damage occurring to the upholstery. Prompt notice is required as the longer a problem is left untreated the harder it is to rectify. You must be able to identify the cause of the stain. If you can not identify the cause of the stain Guardsman's obligation under this warranty is limited to 1 professional cleaning of the stain and the additional benefits in Clause 4 below do not apply.

4. If you cannot remove a stain or the upholstery is otherwise damaged, you should contact Guardsman Customer Service in accordance with Clause 3C and Guardsman will arrange for a furniture care technician to visit your home to service the stained or damaged area of the upholstery at no cost to you during the 5 year warranty period. Should the furniture care technician be unable to remove the stain or repair the damaged area Guardsman will arrange for the stained or damaged area of upholstery to be replaced at no cost to you.

4A. If a stain or damage cannot be removed or repaired, Guardsman will endeavour to obtain the original or similar upholstery coloured to match the original upholstery to replace the stained or damaged area. Guardsman cannot guarantee an exact colour match due to variations in dye lots. If the colour match is not reasonably acceptable, Guardsman, at our discretion, will replace the affected lounge chair or suite, or you can elect for a full refund from Guardsman of the purchase price paid by you for the Guardsman ProGuard Care Collection 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.

Warranty Exclusions

Guardsman is not responsible for damage to the upholstery:

1. caused by, or arising from, an inherent defect in the upholstery or the furniture or the manufacturing process (including stitching);
2. caused to the upholstery prior to or on delivery or during shipment of the furniture or before the application of the Guardsman ProGuard Protect & Preserve;
3. caused by normal wear and tear, including cracking and peeling, soiling from accumulated perspiration, body or hair oils, fading or colour loss, or resulting in an odour being impregnated in, or emanating from, the upholstery;
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 (stains caused by animal bodily fluids allowed) 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 furniture;
6. resulting from a failure to pre-test the upholstery with the Guardsman care products in accordance with the care and cleaning instructions on the bottles of the Guardsman ProGuard Protect & Preserve and ProGuard Clean & Renew;
7. as a result of animal damage;
8. from dye transfer from furniture accessories and rugs.

Under no circumstances shall coverage under the warranty extend to any loss or damage to a person or property, direct, consequential or incidental, arising from use of or inability to use the Item.

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.

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.

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.

Warranty Service Procedure

For assistance with your Guardsman 5 Year Product Warranty, please contact Customer Service on the following numbers:

Telephone:

Australia Toll free: 1800 249 252

New Zealand Toll free: 0800 442 343

Or Online:

Web: www.guardsmanaustralia.com

Email: info@guardsmanaustralia.com

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 ProGuard Care Collection from your furniture retailer
- the Guardsman 5 Year Product Warranty number on the front cover of your booklet
- 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.



GUARDSMAN[®]

Excellence in Furniture Care Since 1915

**GUARDSMAN PROGUARD CARE COLLECTION INCLUDING
5 YEAR PRODUCT WARRANTY**

Supplied by **Guardzman Australia Pty Ltd**
ABN 34 079 889 900

13 Columbia Way
Norwest Business Park
Baulkham Hills, NSW 2153

Tel: 1800 249 252
info@guardsmanaustralia.com
guardsmanaustralia.com