



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

# FABRIC CARE COLLECTION

INCLUDING 5 YEAR PRODUCT WARRANTY

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



**WARRANTY  
NUMBER**

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

## **CONGRATULATIONS ON CHOOSING THE GUARDSMAN® FABRIC CARE COLLECTION INCLUDING 5 YEAR PRODUCT WARRANTY**

This booklet sets out useful information and tips for the care and maintenance of your new furniture. Please ensure that you read this booklet at your earliest convenience. The Guardsman Fabric Care Collection including 5 Year Product Warranty will help you protect and maintain the new upholstered furniture that you have purchased from your furniture retailer. With the right care, using the Guardsman Fabric Care Collection, your new furniture should give you and your family years of enjoyable use.

### **THE GUARDSMAN FABRIC CARE COLLECTION INCLUDES:**

- **Fabric Protector**
- **1 x Fabric Cleaner Level 1**
- **1 x Fabric Cleaner Level 2**
- **1 x Application Cloth**
- **1 x Guardsman 5 Year Product Warranty Booklet**

### **GUARDSMAN PRODUCT WARRANTY TERMS AND CONDITIONS**

The Guardsman Fabric Care Collection including 5 Year Product Warranty comes with fabric protection (“Product”) and is available when you purchase your new upholstered furniture from your furniture retailer. With the correct care and maintenance as outlined in this warranty book you will receive the following benefits subject to the terms and conditions outlined.

#### **1 The Guardsman Product Warranty will help protect Your New Furniture against:**

- All accidental stains
- Human and pet bodily fluids
- Ballpoint pen and lipstick
- Accidental damage - including rips, tears, cuts or burns

#### **Provided that:**

- the Guardsman Fabric Protector is applied to the furniture immediately after you receive it, in accordance with the instructions for use set out in or on the product packaging prior to the use of the furniture

- you are the original purchaser
- the furniture is situated in Australia or 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)
- the furniture is received from your furniture retailer with no stains or damage
- the following terms and conditions are met

**2 If within 5 years after application of the Product to Your New Furniture the covering upholstery of the treated upholstered furniture is stained and the stain cannot be removed by you using the cleaning methods outlined in this warranty book, Guardsman will arrange for a professional technician to clean the affected area at no charge to you.**

2(a) You must be able to identify a 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 removal of the stain. Where a stain cannot be identified, Guardsman's obligation under the Guardsman Product Warranty is limited to 1 attempt by a professional cleaning technician to clean that particular stain.

2(b) 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 then Guardsman's obligation under the Guardsman Product Warranty is limited to 1 attempt to clean that particular stain from a professional cleaning technician.

**3 Should the covering upholstery on Your New Furniture be accidentally damaged by a rip, tear, cut or burn, Guardsman will arrange for a repair technician to repair the accidental damage.**

3(a) You must notify Guardsman of the details of the accidental damage within 5 days of the damage occurring.

- 4 If the technician is unable to clean or repair (as set out in condition 2 and 3 above) the affected area then Guardsman will arrange for the affected area to be replaced in the original covering upholstery at no cost to you.**
- 4(a) If the original covering upholstery is no longer available then you may elect to have the affected area recovered with a covering upholstery of your choice to the same value as the original covering upholstery. If this is not acceptable to you then you can elect for a full refund from Guardsman of the purchase price paid by you for the Guardsman Product Warranty and the Guardsman Product Warranty will cease.
- 4(b) If the original covering upholstery is available, Guardsman cannot guarantee the exact colour match due to dye lot variations and upholstery fading. In these circumstances Guardsman's obligation is to provide the closest possible colour match available at the time. If this is not acceptable to you then you can elect for a full refund from Guardsman of the purchase price paid by you for the Guardsman Product Warranty 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 stains or damage to the upholstery on Your New Furniture:**

- 1 caused by, or arising from any, defect in the covering upholstery or the furniture or the manufacturing process (including stitching);
- 2 caused to the covering upholstery prior to or on delivery or during shipment of the furniture;
- 3 caused by normal wear and tear, including soiling from accumulated perspiration, body or hair oils, mould or mildew, fading or colour loss, non colourfast covering upholstery, or resulting in an odour being impregnated in, or emanating from, the upholstered furniture;
- 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 (except as previously stated) 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 upholstered furniture;
- 6 resulting from a failure to pre-test the fabric in accordance with the care instructions provided in this booklet or by the manufacturer;
- 7 from dye transfer from furniture accessories and rugs;
- 8 as a result of animal damage, other than that listed in the Product Warranty Terms and Conditions, point 1.

**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

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/en/privacy](http://www.guardsmanaustralia.com/en/privacy). If you have any questions about the Privacy Policy, you can contact Guardsman either by:

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

## 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](http://www.guardsmanaustralia.com)**

**Email: [info@guardsmanaustralia.com](mailto: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® Fabric Collection from your furniture retailer
- 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<sup>®</sup>**

Excellence in Furniture Care Since 1915

---

**GUARDSMAN FABRIC 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](mailto:info@guardsmanaustralia.com)  
[guardsmanaustralia.com](http://guardsmanaustralia.com)