



GUARDSMAN®

Excellence in Furniture Care Since 1915

LEATHER & PULL-UP 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



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

Guardsman® Leather or Pull-Up Care Collection Including 5 Year Product Warranty

Congratulations and thank you for choosing the Guardsman® Leather or Pull-Up Care Collection Including 5 Year Product Warranty to protect and maintain your new leather furniture.

With the Guardsman Leather or Pull-Up Care Collection and a small amount of care, your new leather furniture should give you and your family years of enjoyable use.

Correct and regular use of the Guardsman® Leather Protector, Leather Cleaner or Pull-Up Revive will assist in maintaining the quality of your new valuable leather 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 Leather Cleaner with the application of Leather Protector or Pull-Up Revive.
3. Attend to all stains immediately.
4. If on any prescription medication, avoid your skin touching the leather (medication will damage the top coat). Clean, Protect and Revive more regularly as below.
5. Clean 6 to 12 times per year and always follow up with Leather Protector or Pull-Up Revive.
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® Leather or Pull-Up Care Collection Warranty Terms and Conditions

1. The Guardsman Care Collection includes:

Leather Care Collection: 1 x Leather Cleaner, 1 x Leather Protector, 3 x Ink Remover Wipes, Reverse Use Sponge, Application cloth, Cleaning Cloth and Guardsman's 5 Year Product Warranty.

Pull-Up Care Collection: 1 x Leather Cleaner, 1 x Pull-Up Revive, Reverse Use Sponge, Application cloth, Cleaning Cloth and Guardsman's 5 Year Product Warranty.

1A. The Guardsman Leather or Pull-Up Revive Care Collection Including 5 Year Product Warranty is only available when you purchase your new leather furniture from your furniture retailer.

1B. The new leather furniture must be delivered to you in a clean (soil free) and undamaged state. The Guardsman Leather Protector or Pull-Up Revive 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 Leather Protector or Pull-Up Revive.

1D. The use of any leather cleaner or protector on the furniture other than Guardsman Leather Cleaner, Protector or Pull-Up Revive may void this warranty.

1E. The Guardsman Leather or Pull-Up Care Collection is not suitable for Nubuck and Suede finished leathers and the warranty will not apply to these leather types.

2. Subject to the terms and conditions outlined in this booklet, The Guardsman® Leather or Pull-Up Care Collection will help protect your leather furniture against:

- ALL ACCIDENTAL STAINS
- ACCIDENTAL DAMAGE - including rips, tears, cuts or burns
- HUMAN AND PET BODILY FLUIDS
- BALLPOINT PEN AND LIPSTICK (Leather Care Collection Only)

3. If you, as the original purchaser, use the Guardsman Leather or Pull-Up Care Collection Including 5 Year Product Warranty to protect, clean and care for your new leather furniture, Guardsman will, subject to the terms of this warranty clean, repair or at their discretion, replace any area of the furniture's leather that is damaged within 5 years of the date the furniture was purchased by you because of the failure of the Guardsman Leather or Pull-Up Care Collection to protect your leather 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 leather in accordance with the leather care and cleaning instruction set out on the bottles of Guardsman Cleaner and Protector or Pull-Up Revive. 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 leather. 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 leather is otherwise damaged, you should contact Guardsman Customer Service in accordance with Clause 3C and Guardsman will arrange for a leather care technician to visit your home to service the stained or damaged area of the leather at no cost to you during the 5 year warranty period. Should the leather care technician be unable to remove the stain or repair the damaged area Guardsman will arrange for the stained or damaged area of leather 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 leather or similar leather coloured to match the original leather 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 Leather or Pull-Up 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 leather:

1. caused by, or arising from, an inherent defect in the leather or the furniture or the manufacturing process (including stitching);
2. caused to the leather prior to or on delivery or during shipment of the furniture or before the application of the Guardsman Leather Protector or Pull-Up Revive;
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 leather;

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 leather with the Guardsman® Leather or Pull-Up care products in accordance with the care and cleaning instructions on the bottles of the Guardsman® Protector, Cleaner or Pull-Up Revive;
7. as a result of animal damage;
8. from dye transfer from furniture accessories and rugs;
9. Stains caused by ink or pen (Pull-Up Care Collection Only)

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.



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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. 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; 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

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® Leather or Pull-Up Care 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.



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