



GUARDSMAN
Excellence in Furniture Care Since 1915

COMFORTMARK MATTRESS PROTECTOR

INCLUDING 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 Comfortmark Mattress Protector Warranty Including Product Warranty ("Guardsman Product Warranty")
Supplied by Guardsman Australia Pty Ltd
ABN 34 079 889 900

Congratulations on your new mattress investment. Any investment should be cared for, and by purchasing a Guardsman ComfortMark Mattress Protector, you have peace of mind that your investment is covered by the most comprehensive bedding product warranty in the market.

The ComfortMark Range of Mattress Protectors will provide you with protection against all liquid stains, including incontinence and bed wetting, food and beverage stains and accidental damage.

This guide, as well as giving you product warranty details, has many helpful tips on how to get the most from your Guardsman ComfortMark Mattress Protector purchase. Please take a few minutes to read and understand the information contained and keep this guide in a convenient place for future reference.

WARRANTY PERIOD FOR YOUR GUARDSMAN MATTRESS PROTECTOR

| MATTRESS PROTECTOR | WARRANTY PERIOD |
|-----------------------|-----------------|
| ComfortMark II | 5 Years |
| ComfortMark Bamboo | 10 Years |
| ComfortMark Tencel | 10 Years |
| ComfortMark CoolGuard | 10 Years |

PRODUCT WARRANTY

TERMS AND CONDITIONS

By using the Guardsman ComfortMark Mattress Protector (“Protector”) at all times you will receive, for the above determined years from the date of purchase of the Protector including the warranty, the following benefits outlined below:

- 1 The ComfortMark® Protector will help protect the mattress against:
 - Food and beverage stains
 - Human and pet bodily fluids
 - Ink stains
 - Accidental damage
- 2 The ComfortMark Mattress Protector including a Product Warranty must be purchased at the same time and place as a new Mattress. The benefits outlined in this warranty document only apply to the Mattress purchased at that time.
 - a The Protector and the mattress must be delivered to you soil and damage free.
 - b The Warranty applies to the original purchaser only and is not transferable.
 - c The Warranty is valid in Australia and New Zealand and is only valid for private and domestic use (does not apply to commercial purposes such as hotels, rental properties, boarding houses etc).
- 3 If the Protector is stained or damaged and cannot be cleaned using the guidelines included in the warranty booklet, Guardsman® will replace the protector at no cost to you up to a maximum of 2 times during the specified period of warranty.
 - a Upon the maximum number of 2 replacements of the Mattress Protector this Warranty will be deemed to be at an end and Guardsman will have no further obligation under the Product Warranty.

- 4 If while using the Protector the Mattress becomes stained or damaged as a result of the failure of the Protector, Guardsman will arrange for the Mattress to be cleaned or repaired by a professional technician at no cost to you.
 - a You must notify Guardsman within 5 days of the stain occurring so that we have the best chance of removing the stain
 - b You must be able to identify the cause of the stain. If you cannot identify the cause of the stain, then Guardsman's obligation under this warranty is limited to 1 visit from a professional cleaning technician to clean that stain and the additional benefits in clause 5 do not apply.
- 5 Should the technician be unable to clean or repair the stained or damaged mattress, Guardsman will replace the mattress at no cost to you.
 - a In this case Guardsman's liability is limited to a maximum amount of the original purchase price for the Mattress acquired at the same time and place as the Protector or Guardsman's cost price, whichever is the lesser.
 - b Once a replacement is made, the ownership of the Mattress is relinquished to Guardsman.
 - c The replacement mattress is not eligible for further coverage under this or any other ComfortMark® Product Warranty, and Guardsman's obligation under this Warranty will be deemed to have been completed and the Warranty will come to an end.
- 6 This Warranty will cease immediately if the Protector has not been used to protect the mattress.
- 7 This is not a general cleaning contract and does not cover soiling from everyday use or stains that accumulated over time. If you wish to clean the Mattress, please contact Guardsman customer service for the details of a recommended cleaning technician.

WARRANTY EXCLUSIONS

THE GUARDSMAN PRODUCT WARRANTY DOES NOT COVER:

- a Stains or damage caused prior to or during delivery
- b Stains or damage as a result from mishandling, abuse, neglect or deliberate act, normal wear and tear, sunlight, fire, lightning, explosion, earthquake, malicious act, flood water damage, aircraft, impact, theft or any attempt there at.
- c As a result of animal damage, other than that listed in the Product Warranty Terms and Conditions, point 1.
- d Dye transfer from non-colour fast fabrics.
- e Third party property damage and/or third party bodily injury.
- f This Guardsman Product Warranty does not cover any defects which are subject to manufacturer's recall or which are covered under a manufacturer's program of reimbursement.

THE SECRET TO STAIN REMOVAL

Any spill, stains or spot is like cement in the way it works - the longer you leave it the harder it gets!

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

The key to stain removal is to act immediately!

GENERAL CLEANING INSTRUCTIONS FOR THE GUARDSMAN COMFORTMARK RANGE MATTRESS PROTECTORS.

The beauty, as well as the durability of most fabrics, is dependent on their cleanliness. Periodic cleaning will be the best defence against overall soiling.

- Machine wash up to 60C
- May be tumble dried up to 40C
- Do not bleach
- Do not iron
- Do not dry clean
- Do not use solvents

Your Guardsman Mattress Protector including a 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.

DISCLAIMER OF LIABILITY

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 does not cover any defects which are subject to manufacturers 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. Under no circumstances shall coverage under the Guardsman Product Warranty extend to any loss or damage to a person or property, direct, consequential or incidental, arising from use or inability to use the Product. This Guardsman Product Warranty does not cover any defects which are subject to manufacturers 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 any good to which a Product covered by the Guardsman Product Warranty has been applied. This Guardsman Product Warranty does not exclude or restrict any condition or warranty imposed or implied by any consumer legislation.

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® Mattress Protector 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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