

# Mattress Protector

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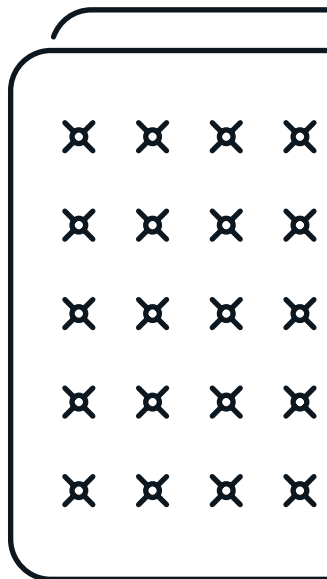
**10 YEAR PRODUCT PROTECTION WARRANTY**

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2 LAYERS OF COMFORT  
& PROTECTION

BREATHABLE TENCEL®  
SLEEP SURFACE

WATERPROOF BARRIER  
PREVENTS STAINS & SPILLS\*  
\*AND IS SUITABLE FOR INCONTINENCE SUFFERERS



# FREEDOM

Serviced and supplied by



**GUARDSMAN**

Excellence in Furniture Care Since 1915

## Guardsman Mattress Protector Including Product Warranty

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

Guardsman 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 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
Tencel	10 Years

## **Benefit Statement and Guardsman Mattress Protector Warranty Terms and Conditions**

By using the Guardsman 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 Protector will help protect the mattress against:
  - ALL ACCIDENTAL STAINS
  - ACCIDENTAL DAMAGE including rips, cuts, tears and burns
  - HUMAN AND PET BODILY FLUIDS
  - BALLPOINT PEN AND LIPSTICK

Provided that:

- you are the original purchaser.
  - the mattress is situated in Australia or New Zealand.
  - the mattress 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 mattress is received from your mattress retailer with no stains or damage.
  - the following terms and conditions are met:
2. 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.
  - 2A. 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.
  3. 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.
  - 3A. You must notify Guardsman within 5 days of the stain or damage occurring so that we have the best chance of removing the stain or damage.
  - 3B. 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.

- 4 If the technician is unable to clean or repair (as set out in condition 2 and 3 above) the stained or damaged mattress then Guardsman will arrange for the mattress to be replaced at no cost to you.
- 4A 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
- 4B Once a replacement is made, the ownership of the Mattress is relinquished to Guardsman.
- 4C The replacement mattress is not eligible for further coverage under this or any other Product Warranty, and Guardsman's obligation under this Warranty will be deemed to have been completed and the Warranty will come to an end.
- 5 This Warranty will cease immediately if the Protector has not been used to protect the mattress.

## Warranty Exclusions

Guardsman is not responsible for damage to the mattress:

1. caused by, or arising from, an inherent defect in the mattress or the manufacturing process (including stitching);
2. caused to the mattress prior to or on delivery or during shipment of the mattress or before the application of the Guardsman Mattress Protector;
3. caused by normal wear and tear, including soiling from accumulated perspiration, body or hair oils, mould or mildew, fading or colour loss or resulting in an odour being impregnated in, or emanating from, the mattress;
4. in respect of which a claim may be made against an insurance company or against the manufacturer and/or supplier of the mattress;
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 mattress;
6. as a result of animal damage;
7. from dye transfer from non-colourfast fabrics, accessories and rugs.

This warranty is not a cleaning contract and does not apply to the cleaning of mattresses that are 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 Product Warranty please contact Guardsman for an authorised cleaner in your area.

## 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 mattress
- proof of purchase of the Guardsman Mattress Protector from your mattress 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.

### **Disclaimer Of Liability**

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.

### **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, Baulkham Hills NSW 2153;
2. Email to [info@guardsmanaustralia.com.au](mailto:info@guardsmanaustralia.com.au); or
3. Telephone on 1800 249 252 (AUS) or 0800 442 343 (NZ)

## **General Cleaning Instructions for Guardsman Mattress Protectors**

The durability and performance of your mattress protector is dependent on its cleanliness. Periodic cleaning will be the best defence against overall soiling.

Cleaning process for your mattress protector:

- 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 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.

## **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!

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