

# Outdoor Care Collection

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**5 YEAR PRODUCT PROTECTION WARRANTY**

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# FREEDOM

Serviced and supplied by



**GUARDSMAN**<sup>®</sup>

Excellence in Furniture Care Since 1915

## **Guardsman Outdoor Care Collection Including 5 Year Product Warranty**

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

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

Correct and regular use of the Guardsman Outdoor Defence products will assist in maintaining the quality of your new valuable outdoor 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.

### **The Guardsman Outdoor Care Collection Kit Includes:**

1 x Outdoor Fabric Defence Aerosol  
1 x Outdoor Timber Defence Aerosol  
1 x Outdoor Metal Defence Aerosol  
Application Cloths and Sponges  
Guardsman's 5 Year Product Warranty.

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 Outdoor Care Collection Warranty Terms and Conditions**

When you purchase the Guardsman Outdoor Care Collection at the same time as you purchase new furniture you will receive certain benefits under the associated product warranty for that new outdoor furniture.

This Guardsman Outdoor Care Collection with 5 Year Product Warranty is only available:

- A when you purchase your new furniture from your furniture retailer;
- B in respect of the new furniture that you have purchased at the same time and place as the Outdoor Care Collection;
- C in respect of furniture that is used within the home environment for

private and domestic purposes in Australia and New Zealand (this warranty does not apply to commercial purposes such as hotels, rental properties, boarding houses etc);

- D if the new furniture is delivered to you in a clean (soil free) and undamaged state;
- E if you apply the appropriate Guardsman product to your new furniture as per directions on the label and in accordance with the instructions for use set out in or on the product packaging immediately after you receive it and prior to the use of the furniture;
- F if the furniture is cared for (and any stain or damage promptly attended to) during the 5 year warranty period in accordance with the care and maintenance instructions set out by your furniture manufacturer as outlined in their manufacturer's warranty document; and
- G if you notify Guardsman Customer Service of a claim under this warranty within five business days of the stain or damage occurring. If Guardsman is not notified within 5 days then Guardsman's obligation under the Guardsman Product Warranty is limited, at our discretion, to 1 attempt to clean that particular stain by a furniture technician.

Additional Product Warranty Terms for each product are listed in 3 parts:

- PART A for the FABRIC sections of your new furniture
- PART B for the WOOD sections of your new furniture
- PART C for the METAL sections of your new furniture

### **PART A: Coverage For The Fabric Sections Of Your New Furniture Only**

1. Subject to the terms and conditions outlined in this booklet, the Outdoor Fabric Defence Protector care product included in the Guardsman Outdoor Care Collection will help protect the Fabric\*, plastic, resin and vinyl sections of your new furniture against:

- ALL ACCIDENTAL STAINS
- MOISTURE, MOULD, MILDEW AND FUNGI
- HUMAN BODILY FLUIDS
- ACCIDENTAL DAMAGE including rips, tears, cuts and burns

\*Definitions:

- 'FABRIC' refers to all natural and synthetic fabric textiles designed specifically for outdoor use, as well as plastic, resin and vinyl.

2. If within 5 years after application of the Outdoor Fabric Defence Protector care product to the covering fabric upholstery on your new furniture, the treated fabric is:
- a) stained and the stain cannot be removed by you using the cleaning methods outlined in the furniture manufacturer's product information, Guardsman will arrange for a furniture repair technician to clean the affected area at no charge to you; or
  - b) accidentally damaged, Guardsman will arrange for a furniture technician to repair the accidental damage at no charge to you.
- You must be able to identify the cause of the stain or damage so that the technician can use the correct method of cleaning or repair to ensure the best results.

If you cannot identify the cause of the stain, Guardsman cannot guarantee removal of the stain.

Where the cause of the stain cannot be identified, Guardsman's obligation under the Guardsman Product Warranty is limited to 1 attempt by a furniture repair technician to clean that particular stain.

- If Guardsman is not notified within 5 days then Guardsman's obligation under the Guardsman Product Warranty is limited, at our discretion, to 1 attempt to clean that particular stain by a furniture technician.
3. If the furniture technician is unable to clean or repair (as set out in paragraph 2 above) the affected area then Guardsman will arrange for the affected area to be replaced in the original covering fabric upholstery\* at no cost to you.

\*If the original covering fabric 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 Outdoor Care Collection and the Product Warranty will cease.

- is no longer available then you may elect to have the affected area recovered with a covering fabric upholstery of your choice to the same value as the original covering fabric 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 Outdoor Care Collection and the Product Warranty will cease.

When a stained or damaged part is replaced, this replaced area will be covered for the remaining warranty period.

4. In all cases Guardsman's maximum liability to you under the Guardsman Product Warranty will be limited to an amount equal to the actual purchase price of your new furniture from your retailer or Guardsman's purchase price, whichever is the lesser, at which point Guardsman's obligation under this Guardsman Product Warranty is deemed to be complete and satisfied.

If a total replacement of Your New Furniture is undertaken by Guardsman, (at our sole discretion), for whatever reason, the replaced furniture becomes the property of Guardsman and your replacement new furniture will not be covered under this Guardsman Product Warranty. In those circumstances this Product Warranty will cease.

## **PART B: Coverage For The Wood Sections Of Your New Furniture Only**

1. Subject to the terms and conditions outlined in this booklet, the Outdoor Wood Defence Protector care product included in the Guardsman Outdoor Care Collection will help protect the Wood\* sections of your new furniture against:
  - ALL ACCIDENTAL STAINS
  - MOISTURE, MOULD, MILDEW AND FUNGI
  - HUMAN BODILY FLUIDS
  - ACCIDENTAL DAMAGE including deep scratches\*, gouges\* and chips\*

\*Definitions:

- 'WOOD' refers to all finished and raw woods, including teak, cedar, rattan and wicker.
- DEEP SCRATCHES: a rub or scrape that cuts through the furniture surface exposing the base timber.
- GOUGES, CHIPS: an impact to the furniture surface that results in a hole or dent to the furniture that exposes the base timber.
- NOTE: Light surface marks caused by normal wear and tear from everyday use are not covered by this Product Warranty.

2. If within 5 years after application of the Outdoor Wood Defence Protector care product to the wood section on your new furniture, the treated wood furniture is:
  - a) stained and the stain cannot be removed by you using the cleaning methods outlined in the furniture manufacturer's product information, Guardsman will arrange for a furniture repair technician to clean the affected area at no charge to you; or
  - b) accidentally damaged, Guardsman will arrange for a furniture technician to repair the accidental damage at no charge to you.
  - You must be able to identify the cause of the stain or damage so that the technician can use the correct method of cleaning or repair to ensure the best results.

If you cannot identify the cause of the stain, Guardsman cannot guarantee removal of the stain.

Where the cause of the stain cannot be identified, Guardsman's obligation under the Guardsman Product Warranty is limited to 1 attempt by a furniture repair technician to clean that particular stain.

- If Guardsman is not notified within 5 days then Guardsman's obligation under the Guardsman Product Warranty is limited, at our discretion, to 1 attempt to clean that particular stain by a furniture technician.
3. If the furniture technician is unable to clean or repair (as set out in paragraph 2 above) the affected area then Guardsman will arrange for the affected area to be replaced at no cost to you.
    - Guardsman cannot guarantee an exact colour match due to variations in wood grains and shades etc. 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 Outdoor Care Collection and the Product Warranty will cease.

    - When a stained or damaged part is replaced, this replacement piece will still remain covered for the remaining warranty period under the original terms and conditions.

4. In all cases Guardsman's maximum liability to you under the Guardsman Product Warranty will be limited to an amount equal to the actual

purchase price of your new furniture from your retailer or Guardsman's purchase price, whichever is the lesser, at which point Guardsman's obligation under this Guardsman Product Warranty is deemed to be complete and satisfied.

If a total replacement of Your New Furniture is undertaken by Guardsman, (at our sole discretion), for whatever reason, the replaced furniture becomes the property of Guardsman and your replacement new furniture will not be covered under this Guardsman Product Warranty. In those circumstances this Product Warranty will cease.

### **PART C: Coverage For The Metal Sections Of Your New Furniture Only**

1. Subject to the terms and conditions outlined in this booklet, the Outdoor Metal Defence Protector care product included in the Guardsman Outdoor Care Collection will help protect the Metal\* sections of your new furniture against:

- ALL ACCIDENTAL STAINS  
And the effects of:
- MOISTURE, MOULD, MILDEW AND FUNGI
- RUST AND CORROSION

\*Definitions:

- 'METAL' refers to wrought iron, aluminium and other common metals.

2. If within 5 years after application of the Outdoor Metal Defence Protector care product to the metal section on your new furniture, the treated metal furniture is:

- a) stained and the stain cannot be removed by you using the cleaning methods outlined in the furniture manufacturer's product information, Guardsman will arrange for a furniture repair technician to clean the affected area at no charge to you; or
  - b) affected by moisture, mould, mildew, fungi, rust or corrosion, Guardsman will arrange for a furniture technician to repair the affected area at no charge to you.
- You must be able to identify the cause of the stain or damage so that the technician can use the correct method of cleaning or repair to ensure the best results.

If you cannot identify the cause of the stain, Guardsman cannot guarantee removal of the stain.

Where the cause of the stain cannot be identified, Guardsman's obligation under the Guardsman Product Warranty is limited to 1 attempt by a furniture repair technician to clean that particular stain.

- If Guardsman is not notified within 5 days then Guardsman's obligation under the Guardsman Product Warranty is limited, at our discretion, to 1 attempt to clean that particular stain by a furniture technician.

3. If the furniture technician is unable to clean or repair (as set out in paragraph 2 above) the affected area then Guardsman will arrange for the affected area to be replaced at no cost to you.

- Guardsman cannot guarantee an exact colour match. 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 Outdoor Care Collection and the Product Warranty will cease.

- When a stained or damaged part is replaced, this replacement piece will still remain covered for the remaining warranty period under the original terms and conditions.

4. In all cases Guardsman's maximum liability to you under the Guardsman Product Warranty will be limited to an amount equal to the actual purchase price of your new furniture from your retailer or Guardsman's purchase price, whichever is the lesser, at which point Guardsman's obligation under this Guardsman Product Warranty is deemed to be complete and satisfied.

If a total replacement of Your New Furniture is undertaken by Guardsman, (at our sole discretion), for whatever reason, the replaced furniture becomes the property of Guardsman and your replacement new furniture will not be covered under this Guardsman Product Warranty. In those circumstances this Product Warranty will cease.



## Warranty Exclusions

The Guardsman warranty does not cover damage to the fabric or the wood or the metal sections of your new furniture which is:

1. caused by, or arising from, an inherent defect in the outdoor furniture or the manufacturing process (including stitching);
2. caused to the outdoor furniture prior to or on delivery or during shipment of the furniture;
3. caused by normal wear and tear, including soiling, fading or colour loss caused by accumulated perspiration, body or hair oils or non-colourfast covering upholstery to any part of the new furniture; or resulting in an odour being impregnated in, or emanating from, the upholstered part of the 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 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 Weather Defence Products on the new furniture as outlined on product packaging;
7. from dye transfer from furniture accessories and rugs; and
8. a result of any animal damage.

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.

## 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 furniture
- proof of purchase of the Guardsman Outdoor Care Collection from your furniture retailer
- the Guardsman 5 Year Product Warranty number on the 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.

## 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:

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 (02) 8867 3398

Guardsman Australia  
13 Columbia Way  
Norwest Business Park  
Baulkham Hills, NSW 2153

Tel: 1800 249 252

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