

Timber Care Collection

5 YEAR PRODUCT PROTECTION WARRANTY



FREEDOM

Serviced and supplied by



GUARDSMAN[®]

Excellence in Furniture Care Since 1915

Guardsman Timber Care Collection Including 5 Year Product Warranty

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

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

Correct and regular use of the Guardsman timber care and repair products will assist in maintaining the quality of your new valuable timber 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 Timber Care Collection Kit Includes:

1 x Timber Deep Clean Aerosol
1 x Timber Clean & Polish Aerosol
1 x Timber Ultimate Dusting Cloth
1 x Timber Water Ring & Mark Remover Cloth
1 x Packet of Timber Timber Filler Sticks
1 x Packet of Timber Timber Touch Up Markers
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 Timber Care Collection Warranty Terms and Conditions

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

These Terms & Conditions are listed in 3 parts:

- PART A for the TIMBER sections of your new furniture
- PART B for the FABRIC sections of your new furniture
- PART C for the LEATHER sections of your new furniture

PART A: Coverage For The TIMBER Sections Of Your New Furniture Only

1. The Guardsman Timber Care Collection including 5 Year Product Warranty is only available when you purchase your new furniture from your furniture retailer. The benefits from this Timber Care Collection Warranty do not extend to furniture other than that purchased at the same time and place as the Timber Care Collection.
 - 1A. The new furniture must be delivered to you in a clean (soil free) and undamaged state.
 - 1B. The furniture must be cared for 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.
2. Subject to the terms and conditions outlined in this booklet, the Guardsman Timber Care Collection will help protect your new timber furniture against:
 - ALL ACCIDENTAL STAINS
 - ACCIDENTAL DAMAGE such as
 - DEEP SCRATCHES*
 - GOUGES*
 - CHIPS
 - WATER RINGS
 - HEAT MARKS

*Definitions:

 - DEEP SCRATCHES: a rub or scrape that cuts through the furniture surface exposing the base timber.
 - GOUGE: an impact to the furniture surface that results in a hole or dent to the furniture surface exposing the base timber.
 - NOTE: light surface marks caused by normal wear and tear from everyday use are not covered by this Product Warranty.
3. If you, as the original purchaser, use the products in the Guardsman Timber Care Collection to care for and maintain your new furniture, Guardsman will, subject to the terms of this Warranty, clean, repair or at our discretion, replace any piece of the timber furniture that is damaged within 5 Years of the date the furniture is purchased by you, due to the failure of the products in the Guardsman Timber Care Collection to perform as outlined on the packaging of the timber furniture care products.
 - 3A. The furniture may only be used in the home for private and domestic purposes in Australia & New Zealand. The furniture is exclusively used indoors for private & 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 timber furniture.
- 3C. Guardsman Customer Service must be notified of a claim under this Warranty within 5 days of the stain or damage occurring to the timber.
4. If the furniture is stained or is otherwise damaged, and that stain or damage cannot be repaired by using the products included in the Guardsman Timber Care Collection, you should contact Guardsman customer service in accordance with Clause 3C and Guardsman will arrange for a furniture repair technician to visit your home to service the stained or damaged area of the timber at no cost to you during the 5 year warranty period.
- Should the furniture repair technician be unable to remove the stain or repair the damaged area Guardsman will arrange for the stained or damaged piece of furniture to be replaced at no cost to you.
- 4A. Guardsman cannot guarantee an exact colour match due to variations in timber 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 Timber Care Collection and the Guardsman Product Warranty will cease.
- 4B. 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.
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 and satisfied.
- If a total replacement of the furniture is undertaken by Guardsman, (at our 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 cease.

PART B: Coverage For The Fabric Sections Of Your New Furniture Only

The combination Timber plus Fabric Care Collection will include all of the products in the Timber Care Collection (listed on page 2), plus:

- 1 x Fabric Protector Aerosol

1. The combination Timber plus Fabric Care Collection will help protect the fabric sections of your new furniture against:
 - ALL ACCIDENTAL STAINS
 - ACCIDENTAL DAMAGE including rips, tears, cuts and burns
 - HUMAN AND PET BODILY FLUIDS
 - BALLPOINT PEN AND LIPSTICK

Provided that:

- You apply the Fabric Protector Aerosol to the fabric sections of your new furniture as per directions on the label, 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.
2. If you, as the original purchaser, use the products in the Guardsman Timber plus Fabric Care Collection to care for and maintain your new furniture, Guardsman will, subject to the terms of this Warranty, clean, repair or at our discretion, replace any piece of the fabric upholstery on your furniture that is damaged within 5 Years of the date the furniture is purchased by you, due to the failure of the products in the Guardsman Timber plus Fabric Care Collection to perform as outlined on the packaging of the fabric furniture care products.
 - 2A. 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).
 - 2B. You must promptly attend to any stain or other damage to the fabric upholstery on your furniture.
 - 2C. Guardsman Customer Service must be notified of a claim under this Warranty within 5 days of the stain or damage occurring to the fabric upholstery.
 3. If within 5 years after application of the Product to the covering fabric upholstery on your new furniture the treated fabric upholstered furniture is stained and the stain cannot be removed by you using the cleaning methods outlined in this Warranty booklet, Guardsman will arrange for a furniture repair technician to clean the affected area at no charge to you.
 - 3A. You must be able to identify the 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 furniture repair technician to clean that particular stain.

- 3B. 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 by a furniture repair technician.

4. Should the covering fabric upholstery on your new furniture be accidentally damaged, Guardsman will arrange for a furniture repair technician to repair the accidental damage.
- 4A. You must notify Guardsman of the details of the accidental damage within 5 days of the damage occurring.
5. If the furniture repair technician is unable to clean or repair (as set out in condition 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.
- 5A. 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 Timber Care Collection and the Guardsman Product Warranty will cease.
- 5B. If the original covering fabric upholstery 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 Timber Care Collection and the Guardsman Product Warranty will cease.
- 5C. When a stained or damaged part is replaced, this replaced area will be covered for the remaining warranty period.

6. 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 and satisfied.

If a total replacement of the furniture is undertaken by Guardsman, (at our 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 cease.

PART C: Coverage For The LEATHER Sections Of Your New Furniture Only

The combination Timber plus Leather Care Collection will include all of the products in the Timber Care Collection (listed on page 2), plus:

- 1 x 250ml Leather Clean & Renew
 - 1 x 250ml Leather Protect & Preserve
1. The combination Timber plus Leather Care Collection will help protect the Leather sections of your new furniture against:
- ALL ACCIDENTAL STAINS
 - ACCIDENTAL DAMAGE including rips, tears, cuts and burns
 - HUMAN AND PET BODILY FLUIDS
 - BALLPOINT PEN AND LIPSTICK

Provided that:

- You apply the Leather Protector to the leather sections of your new furniture as per directions on the label, 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.

The furniture must be cared for and maintained during the 5 year warranty period in accordance with the care instructions set out on the Leather Cleaner and Leather Protector bottles' "Directions of Use".

Note: The use of any leather cleaner and/or protector on the furniture other than Guardsman Leather Cleaner and Leather Protector may void this Warranty.

The Guardsman Leather Cleaner and Leather Protector are not suitable for Nubuck and Suede finished leathers and the warranty will not apply to these leather types.

2. If you, as the original purchaser, use the products in the Guardsman Timber plus Leather Care Collection to care for and maintain your new furniture, Guardsman will, subject to the terms of this Warranty, clean, repair or at our discretion, replace any piece of the leather sections on your furniture that is damaged within 5 Years of the date the furniture is purchased by you, due to the failure of the products in the Guardsman Timber plus Leather Care Collection to perform as outlined on the packaging of the leather furniture care products.
- 2A. 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).

- 2B. You must promptly attend to any stain or other damage to the leather sections on your furniture.
- 2C. Guardsman Customer Service must be notified of a claim under this Warranty within 5 days of the stain or damage occurring to the leather.

- 3. If within 5 years after application of the Product to the covering leather on your new furniture the treated leather upholstered furniture is stained and the stain cannot be removed by you using the cleaning methods outlined in this Warranty booklet, Guardsman will arrange for a furniture repair technician to clean the affected area at no charge to you.

- 3A. You must be able to identify the 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 furniture repair technician to clean that particular stain.

- 3B. 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 by a furniture repair technician.

- 4. Should the covering leather on your new furniture be accidentally damaged, Guardsman will arrange for a furniture repair technician to repair the accidental damage.

- 4A. You must notify Guardsman of the details of the accidental damage within 5 days of the damage occurring.

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

- 5A. If the original covering leather 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 Timber Care Collection and the Guardsman Product Warranty will cease.

- 5B. If the original covering leather is no longer available then you may elect to have the affected area recovered with a covering leather upholstery of your choice to the same value as the original covering leather 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 Timber Care Collection and the Guardsman Product Warranty will cease.

- 5C. When a stained or damaged part is replaced, this replaced area will be covered for the remaining warranty period.
6. 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 and satisfied.

If a total replacement of the furniture is undertaken by Guardsman, (at our 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 cease.

Warranty Exclusions

Guardsman is responsible for damage which is consistent with the type of accidental damage that is covered in this warranty document.

Guardsman is not responsible for damage to the wood or the fabric or leather upholstered areas of your new furniture which is:

1. caused by, or arising from, an inherent defect in the timber, fabric or leather or the furniture or the manufacturing process (including stitching);
2. caused to the timber, fabric or leather prior to or on delivery or during shipment of the furniture;
3. caused by normal wear and tear, including light surface marks to the timber, cracking and peeling of leather, soiling from accumulated perspiration, body or hair oils, fading or colour loss, or resulting in an odour being impregnated in, or emanating from, the timber, fabric or 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 timber, fabric or leather with the appropriate care products in accordance with the care instructions on the products;
7. as a result of animal damage;
8. from dye transfer from furniture accessories and rugs.

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

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 furniture
- proof of purchase of the Guardsman Timber 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.

If you have any questions about the Privacy Policy, you can contact Guardsman:

1. Post to 13 Columbia Way, Baukham Hills NSW 2153;
2. Email to info@guardsmanaustralia.com.au; or
3. Telephone on (02) 8867 3398

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