
GUARDSMAN WOOD CARE COLLECTION

Congratulations and thank you for choosing the Guardsman Wood Care Collection to protect and maintain your new furniture.

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

Correct and regular use of the Guardsman wood care and repair products will assist in maintaining the quality of your new valuable investment, as well as retaining its beauty and appearance.

ESSENTIAL CARE TIPS:

- 1 Dust regularly to avoid damage to your top coat**
- 2 Always follow up Wood Cleaner with the application of Wood Polish**
- 3 Try and keep furniture out of direct sunlight**
- 4 Avoid excessive heat and moisture on the wood surface**
- 5 Avoid sliding abrasive objects across the wood surface**

BENEFIT STATEMENTS AND GUARDSMAN WOOD CARE COLLECTION PRODUCT WARRANTY TERMS AND CONDITIONS.

THE FOLLOWING TERMS AND CONDITIONS ARE LISTED IN 3 PARTS.

PART A for the **WOOD** Section of your New Furniture

PART B for the **FABRIC** Section of your New Furniture

PART C for the **LEATHER** Section of your New Furniture

PART A – COVERAGE FOR WOOD SECTION OF YOUR NEW FURNITURE ONLY.

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

THE GUARDSMAN WOOD CARE COLLECTION INCLUDES:

- 1 X WOOD CLEANER AEROSOL,
 - 1 X WOOD POLISH AEROSOL,
 - 1 X ULTIMATE DUSTING CLOTH,
 - 2 X APPLICATION CLOTHS,
 - 1 X WATER RING REMOVER,
 - 1 X PACKET OF WOOD FILLER STICKS,
 - 1 X PACKET OF WOOD TOUCH UP MARKERS,
 - 1 X GUARDSMAN'S 5 YEAR PRODUCT WARRANTY BOOKLET.
- 1A The Guardsman Wood Care Collection including 5 Year Product Warranty is only available when you purchase your new furniture from your furniture retailer. The benefits from this Wood Care Collection Warranty do not extend to furniture other than that purchased at the same time and place as the Wood Care Collection.**
- 1B The new furniture must be delivered to you in a clean (soil free) and undamaged state.**
- 1C 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 Wood Care Collection will help protect your furniture against:

- ALL ACCIDENTAL STAINS and 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 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.

3 If you, as the original purchaser, use the products in the Guardsman Wood 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 wood 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 Wood Care Collection to perform as outlined on the packaging of the wood furniture care products.

- 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 wood 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 wood.
- 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 Wood 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 wood 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 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 Wood 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.

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 wood, fabric or leather of the furniture or the manufacturing process (including stitching);**
- 2 caused to the wood, fabric or leather prior to or on delivery or during shipment of the furniture;**
- 3 caused by normal wear and tear, including cracking and peeling of leather, fading or colour loss caused by accumulated perspiration, body or hair oils 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 wood, fabric or leather care products on the new furniture as outlined on product packaging;**
- 7 from dye transfer from furniture accessories and rugs;**
- 8 As a result of animal damage, other than that listed in the Product Warranty Terms and Conditions, point 1 of Fabric & Leather sections.**

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.

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.

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.



GUARDSMAN
Excellence in Furniture Care Since 1915

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
Monday - Friday, 8.30am - 5.00pm AEST

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® Wood Care Collection from your furniture retailer
- the Guardsman 5 Year Product Warranty number on the front 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.