

Furniture Care: Fabric Care Collection - 5 Year Product Warranty

Protect your new furniture with our 5 year product protection warranty from the accidental stains and damage of a life well-lived. Developed in conjunction with our partner, Guardsman, it's a sure way to ensure your sofa is protected against accidental stains and damage.

Contact Us

For more information or if you have any additional questions, please contact us at info@sarahellison.com.au or visit our website www.sarahellison.com.au

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What You're Covered For

Stains (including but not limited to) those caused by food, human and pet bodily fluids, drinks, pen and ink, nail polish, lipstick, blood, acids, bleach and corrosives, cosmetics, glues, waxes, chewing gum, paint, crayons, fake tan and hair dyes.

Accidental Damage including rips, tears, cuts and burns.

For full details of inclusions and exclusions covered by your Furniture Care Collection, see terms and conditions below.

Valuable Financial Protection

Replacing a single panel on your sofa could easily cost over \$400. But with a fabric or leather furniture care warranty, you can make as many claims over five years as you have genuine accidents, up to the original purchase price of your furniture (Ts&Cs apply*).

Fabric Protection - Product Warranty

5 year protection against all accidental stains and accidental damage.

Protect your new fabric furniture from the accidental stains and damage of a life well-lived.

When fun is on the menu, stains should be the last thing on your mind. Accidental stains can be caused by almost anything within the home and accidental damage can occur at any time. That's why the Guardsman Fabric Protection Product Warranty provides maximum protection for your fabric lounge, dining or bedroom furniture for 5 years.*

What Does The Warranty Cover?

Your Guardsman Fabric Protection Product Warranty protects your fabric furniture against ALL ACCIDENTAL STAINS AND ACCIDENTAL DAMAGE FOR 5 YEARS.*

What If You Can't Clean Or Repair My Furniture?

The Guardsman customer service team will investigate a number of options to find the best fix for you, including replacing cushions or cushion covers, recovering the area with new fabric and, in some instances, even replacing the piece of furniture!*

What Do I Get?

A Fabric Care Collection Kit: Fabric Protector, 250ml Level 1 Fabric Cleaner, 125ml Fabric Deep Cleaner Level 2.

Toll-free professional telephone advisory service on how to handle accidental stains and damage.

Free in-home visits by an authorised technician to remove accidental stains and fix accidental damage on any covered claim.*

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Is The Fabric Protector Safe?

Absolutely. Guardsman Fabric Protectors are environmentally friendly, designed for use in the household and are perfectly safe for kids, adults and pets.

Fabric care products are not suitable for use on silk. See warranty book terms and conditions for full dye transfer coverage.

Guardsman 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.

*As always, Terms & Conditions apply. Refer to the warranty details below for full details.

Who Are Guardsman?

Guardsman have been a leading expert in furniture care and repair since 1915. Our Furniture Care Product Warranties ensure that you can enjoy your fabric furniture for what it was designed for — everyday use relaxing and entertaining friends and family, without having to worry about what might go wrong.

How Do I Make a Claim?

1. Contact Guardsman within 5 business days of the stain or damage occurring.
2. Be sure you can identify the cause of the accidental stain or damage.
3. Have the invoice for your furniture and Guardsman Warranty handy.
4. Leave the rest to Guardsman.

Is There Any Fine Print I Should Know About?

We definitely recommend you read the full terms & conditions before purchase — your retailer can provide a copy of the appropriate warranty book for you or visit: www.guardsmanaustralia.com

Product protection warranty is provided by:

Guardsman Australia Pty Ltd
1800 249 252
info@guardsmanaustralia.com

Guardsman Fabric Care Collection Including 5 Year Product Warranty

Correct and regular use of the Guardsman Fabric Protector and Fabric Cleaners will assist in maintaining the quality of your new valuable fabric 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.

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The Guardsman Fabric Care Collection Kit Includes:

- 1 x Fabric Protector aerosol (kits suitable for 1 Seat), or
- 2 x Fabric Protector aerosols (kits suitable for 2-3 and 4-8 Seats)
- 1 x 250ml Fabric Cleaner Level 1
- 1 x 125ml Fabric Deep Cleaner Level 2
- 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 Fabric Care Collection Warranty Terms and Conditions

The Guardsman Fabric Care Collection including 5 Year Product Warranty comes with fabric protection ("Product") and is available when you purchase your new upholstered furniture from your furniture retailer. With the correct care and maintenance as outlined in this warranty book you will receive the following benefits subject to the terms and conditions outlined.

1. The Guardsman Product Warranty will help protect Your New Furniture against:

- ALL ACCIDENTAL STAINS
- ACCIDENTAL DAMAGE including rips, cuts, tears and burns
- HUMAN AND PET BODILY FLUIDS
- BALLPOINT PEN AND LIPSTICK

Provided that:

the Guardsman Fabric Protector is applied to the furniture immediately after you receive it, in accordance with the instructions for use set out in or on the product packaging prior to the use of the furniture.

- you are the original purchaser.
- the furniture is situated in Australia or 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).
- the furniture is received from your furniture retailer with no stains or damage.
- the following terms and conditions are met:

2. If within 5 years after application of the Product to Your New Furniture the covering upholstery of the treated upholstered furniture is stained and the stain cannot be removed by you using the cleaning methods outlined in this warranty book, Guardsman will arrange for a professional technician to clean the affected area at no charge to you.

2A. You must be able to identify a 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

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2A. You must be able to identify a 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 professional cleaning technician to clean that particular stain.

2B. 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 from a professional cleaning technician.

3. Should the covering upholstery on Your New Furniture be accidentally damaged by a rip, tear, cut or burn, Guardsman will arrange for a repair technician to repair the accidental damage.

3A. You must notify Guardsman of the details of the accidental damage within 5 days of the damage occurring.

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

4A. If the original covering upholstery is no longer available then you may elect to have the affected area recovered with a covering upholstery of your choice to the same value as the original covering 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 Fabric Care Collection Kit and the Guardsman Product Warranty will cease.

4B. If the original covering 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 Fabric Care Collection Kit and the Guardsman Product Warranty will cease.

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. If a total replacement of the furniture is undertaken by Guardsman, (at their 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 come to an end.

Warranty Exclusions

Guardsman is not responsible for damage to the covering upholstery:

1. caused by, or arising from, an inherent defect in the covering upholstery or the furniture or the manufacturing process (including stitching);
2. caused to the covering upholstery prior to or on delivery or during shipment of the furniture or before the application of the Guardsman Fabric Protector;
3. caused by normal wear and tear, including soiling from accumulated perspiration, body or hair oils, mould or mildew, fading or colour loss, non-colourfast covering upholstery or resulting in an odour being impregnated in, or emanating from, the upholstered 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;

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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 upholstered furniture;
6. resulting from a failure to pre-test the covering upholstery with the Guardsman fabric care products in accordance with the care and cleaning instructions on the bottles of the Guardsman Fabric Protector and Guardsman Fabric Cleaners;
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 upholstered furniture
- proof of purchase of the Guardsman Fabric 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.

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 either by:

Post to 13 Columbia Way, Baulkham Hills NSW 2153;
Email to info@guardsmanaustralia.com.au; or
Telephone on +61 2 8867 3398

Fabric Spot Removal Procedures

Before calling Guardsman's Customer Service you should attempt to remove spots yourself while they are still fresh. These at-home procedures will allow you to remove most spots and spills. Please remember that these spot cleaning procedures are for spot cleaning only, not for overall cleaning.

To Remove Most Stains And Spills, Follow These Basic Steps:

Fabric Cleaner Level 1

Apply directly onto a clean cloth and gently blot over the stain, repeatedly until it disappears. Do not rub.

To help prevent ring formation, dry the area using a hair dryer on cool setting (or a small fan if a hair dryer is not available) being careful not to overheat the fabric.

If the stain remains, use level 2 cleaner.

Fabric Deep Cleaner Level 2

Apply level 2 directly onto the stain. Do not rub.

Blot with a clean cloth to lift and remove the stain, repeating as needed with a clean section of the cloth until the stain is removed.

Once the stain is removed, blot the area with Level 1 applied to a cleaning cloth.

To help prevent ring formation, dry the area using a hair dryer on cool setting (or a small fan if a hair dryer is not available) being careful not to overheat the fabric.

TIP: When working on a cushion with a zipper, unzip and place a clean white towel under the spot before working on the area.

APPLY: Cleaning products should be applied to the clean application cloth enclosed in the Care Collection pack.