

Furniture Care: Leather 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 (T&Cs apply*).

Leather Protection - Product Warranty

5 year protection against all accidental stains and accidental damage.

Protect your new leather furniture from accidental mishaps and misfortune. Spend a little extra and you can protect your leather investment for years to come.

Accidental stains can be caused by almost anything within the home and accidental damage can occur at any time. That's why the Guardsman Leather Protection Product Warranty provides maximum protection for your leather lounge, dining or bedroom furniture for 5 years.*

What Does The Warranty Cover?

Your Guardsman Leather Protection Product Warranty protects your leather 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 Leather products are environmentally friendly, designed for use in the household and are perfectly safe for kids, adults and pets.

Leather care products are suitable for use all aniline, semi-aniline, pull-up/waxed, pigmented, bycast, bonded and top-coated leathers, vinyl and PU. Products are NOT suitable for use on nubuck or suede. Ink Remover Wipes should not be used on aniline or pull-up/waxed leathers.

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 250ml Leather Clean & Renew
- 1 x 250ml Leather Protect & Preserve
- 3 x Ink Remover Wipes
- Application Cloths and Sponges
- Guardsman's 5 Year Product Warranty

Important Care Tips:

- Dust regularly to avoid damage to your top coat.
- Always follow Leather Cleaner with the application of Leather Protector.
- Attend to ink stains immediately.
- If on any prescription medication, avoid your skin touching the leather (medication will damage the top coat). Clean and Protect more regularly as below.
- Clean 6 to 12 times per year and always follow up with Leather Protector.

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 Leather Care Collection Warranty Terms and Conditions.

1. The Guardsman Leather Care Collection includes:

1 x Leather Cleaner, 1 x Leather Protector, 3 x Ink Remover Wipes, Reverse Use Sponge, Application Cloth, Cleaning Cloth and Guardsman's 5 Year Product Warranty.

1A. The Guardsman Leather Care Collection Including 5 Year Product Warranty is only available when you purchase your new leather furniture from your furniture retailer.

1B. The new leather furniture must be delivered to you in a clean (soil free) and undamaged state. The Guardsman Leather Protector should be applied to the furniture immediately after you receive it, in accordance with the instructions for use set out on the product packaging, prior to the use of the furniture.

1C. The furniture must be cared for and maintained during the 5 year warranty period in accordance with the care and cleaning instructions set out on the bottles of the Guardsman Leather Protector and Guardsman Leather Cleaner.

1D. The use of any leather cleaner or protector on the furniture other than Guardsman Leather Cleaner or Protector may void this warranty.

1E. The Guardsman Leather Care Collection is not suitable for Nubuck and Suede finished leathers and the warranty won't apply to these leathers.

2. Subject to the terms and conditions outlined in this booklet, the Guardsman Leather Care Collection will help protect your leather furniture against:

ALL ACCIDENTAL STAINS

ACCIDENTAL DAMAGE including rips, cuts, tears and burns

HUMAN AND PET BODILY FLUIDS

BALLPOINT PEN AND LIPSTICK

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3. If you, as the original purchaser, use the Guardsman Leather Care Collection Including 5 Year Product Warranty to protect, clean and care for your new leather furniture, Guardsman will, subject to the terms of this warranty clean, repair or at their discretion, replace any area of the furniture's leather that is damaged within 5 years of the date the furniture was purchased by you because of the failure of the Guardsman Leather Care Collection to protect your leather furniture from the matters noted in clause 2.

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 leather in accordance with the leather care and cleaning instruction set out on the bottles of Guardsman Cleaner and Protector. You may also contact Guardsman's Customer Service for cleaning advice.

3C. Guardsman Customer Service must be notified of a claim under this warranty within 5 days of the stain (if it cannot be removed) or damage occurring to the leather. Prompt notice is required as the longer a problem is left untreated the harder it is to rectify. You must be able to identify the cause of the stain. If you can not identify the cause of the stain Guardsman's obligation under this warranty is limited to 1 professional cleaning of the stain and the additional benefits in Clause 4 below do not apply.

4. If you cannot remove a stain or the leather is otherwise damaged, you should contact Guardsman Customer Service in accordance with Clause 3C and Guardsman will arrange for a leather care technician to visit your home to service the stained or damaged area of the leather at no cost to you during the 5 year warranty period. Should the leather care technician be unable to remove the stain or repair the damaged area Guardsman will arrange for the stained or damaged area of leather to be replaced at no cost to you.

4A. If a stain or damage cannot be removed or repaired, Guardsman will endeavour to obtain the original leather or similar leather coloured to match the original leather to replace the stained or damaged area.

Guardsman cannot guarantee an exact colour match due to variations in dye lots. If the colour match is not reasonably acceptable, Guardsman, at our discretion, will replace the affected lounge chair or suite, or you can elect for a full refund from Guardsman of the purchase price paid by you for the Guardsman Leather 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 leather or the furniture or the manufacturing process (including stitching);
2. caused to the leather prior to or on delivery or during shipment of the furniture or before the application of the Guardsman Leather Protector;

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3. caused by normal wear and tear, including cracking and peeling, soiling from accumulated perspiration, body or hair oils, fading or colour loss, or resulting in an odour being impregnated in, or emanating from, the 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 leather with the Guardsman leather care products in accordance with the care and cleaning instructions on the bottles of the Guardsman Leather Protector and Guardsman Leather Cleaner;
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