

Furniture Care: Wood 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 burns, deep scratches, gouges and chips.

Valuable Financial Protection

Replacing any part of your timber furniture could cost hundreds of dollars. But with a timber 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*).

Wood Protection - Product Warranty

5 year protection against all accidental stains and accidental damage.

Protection for all wood furniture including tables, chairs, bedroom, storage & display units, shelving, buffets and hutches.

New furniture is meant to be used and enjoyed, not kept in a locked room! Accidental stains can be caused by almost anything within the home and accidental damage can occur at any time. That's why Guardsman Wood Protection Product Warranties provide maximum protection for your wood furniture for 5 years.*

What Does The Warranty Cover?

Your Guardsman Wood Protection Product Warranty protects your wood 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 or leather, replacing wood panels and, in some instances, even replacing the piece of furniture!*

What Do I Get?

A Wood Care Collection Kit:

312g Wood Clean & Polish, 312g Wood Deep Clean, Ultimate Dusting Cloth, Water Ring & Mark Remover Cloth, Touch-Up Marker 3-Pack, Filler Stick 5-Pack.

Wood Plus Fabric Kit + 264g Fabric Protector.

Wood Plus Leather Kit + 250ml Leather Cleaner and 250ml Leather Protector.

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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Are The Wood Products Safe?

Absolutely. Guardsman Wood Products are environmentally friendly, designed for use in the household environment and are perfectly safe for kids, adults and pets.

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 Timber Care Collection Including 5 Year Product Warranty

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 Fabric 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.

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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 Warranty is limited to 1 attempt by a professional cleaning technician to clean that particular stain.

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.

GOUGES: 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.

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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 Kit 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.

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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

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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 Kit 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 Kit 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.

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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.

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

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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 Kit 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 Kit 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.

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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