



# GUARDSMAN®

Excellence in Furniture Care Since 1915

# WOOD CARE COLLECTION

INCLUDING 5 YEAR PRODUCT WARRANTY

- Be sure to carefully read through your Product Warranty
- Promptly report any claim to Guardsman®
- Keep this booklet with your important papers



WARRANTY  
NUMBER

Guardsman Wood Care Warranty Including  
5 Year Product Warranty ("Guardsman Product Warranty")  
Supplied by Guardsman Australia Pty Ltd  
ABN 34 079 889 900

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## **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.

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### **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**

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

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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

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

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**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.**

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**THE GUARDSMAN WOOD CARE COLLECTION INCLUDES:**

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- 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

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**\*DEFINITIONS**

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- **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.

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PART B - INCLUDING COVERAGE FOR FABRIC SECTIONS OF YOUR NEW FURNITURE ONLY.

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For The Combination Wood Care Collection plus Fabric will include all items in the Wood Care Collection (listed in PART A) plus:

- 1 x Fabric Protector Aerosol
- 1 The Combination Wood Care Collection plus Fabric care product will help protect the Fabric Sections of your new furniture against:**
- ALL ACCIDENTAL STAINS
  - HUMAN AND PET BODILY FLUID
  - BALLPOINT PEN AND LIPSTICK
  - ACCIDENTAL DAMAGE - including rips, tears, cuts or burns

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 Wood Care Collection plus Fabric care product 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 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 Wood Care Collection plus Fabric care product to perform as outlined on the packaging.**
- 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 of the 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 of the furniture.
- 3 If within 5 years after application of the Product to the covering fabric upholstery on your new furniture, and 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 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 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 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 Wood Care Collection and the Guardsman Product Warranty will cease.
- 5B 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 Wood 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 maximum liability to you under the Guardsman Product Warranty will be limited to an amount equal to the actual purchase price of your new furniture from your retailer or Guardsman's purchase price, whichever is the lesser, at which point Guardsman's obligation under this Guardsman Product Warranty is deemed to be complete and satisfied. If a total replacement of Your New Furniture is undertaken by Guardsman, (at our sole discretion), for whatever reason, the replaced furniture becomes the property of Guardsman and your replacement new furniture will not be covered under this Guardsman Product Warranty. In those circumstances this Guardsman Product Warranty will cease.**



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**PART C - INCLUDING COVERAGE FOR LEATHER SECTION OF YOUR NEW WOOD FURNITURE ONLY.**

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**For The Combination Wood Care Collection plus Leather will include all items in the Wood Care Collection (listed in PART A) plus:**

- 1 x 250ml Leather Cleaner
- 1 x 250ml Leather Protector

**1 The Combination Wood Care Collection plus Leather care products will help protect the Leather Sections of your new furniture against:**

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

**Provided that:**

- You apply the Leather Cleaner and 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.
- 1A 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".**
- 1B The use of any leather cleaner and/or protector on the furniture other than Guardsman Leather Cleaner and Leather Protector may void this Warranty.**

- 1C The Guardsman Leather Cleaner and Leather Protector is 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 Guardsman Leather Cleaner and Leather Protector to protect leather sections of your new furniture, Guardsman will, subject to the terms of this Warranty clean, repair or at our discretion replace, any area of the furniture's leather sections that is damaged within 5 Years of the date the furniture is purchased by you due to the failure of the Guardsman Leather Cleaner or Leather Protector to protect leather sections of your new furniture.**
- 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 of your new furniture in accordance with the leather cleaner and protector instructions set out on the bottles. You may also contact Guardsman's Customer Service for cleaning advice.
- 2C 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 cannot 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 3 below do not apply.

- 3 If you cannot remove a stain or the leather sections of your new furniture is otherwise damaged, you should contact Guardsman customer service in accordance with Clause 2C and Guardsman will arrange for a furniture repair 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 furniture repair 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. Even when a replacement of an affected area is undertaken your warranty will remain valid for the remaining term of the warranty.**
  
- 4 If the 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 sections of your new furniture to replace the damaged area. Guardsman cannot guarantee an exact colour match due to variations in dye lots. In these circumstances Guardsman's obligation is to provide the closest possible colour match available at the time. If the colour match is not reasonably acceptable, Guardsman, at our discretion, will replace the affected area of the leather, or 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.**
  
- 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.**

Guardsman Australia Pty Ltd and its affiliates (Guardsman, us, we) respect your right to privacy. This policy summarises what personally identifiable information we collect, and how we use and disclose this information. This policy also describes other important topics relating to your privacy.

### INFORMATION COLLECTION

Guardsman will collect personally identifiable information (such as name, title, company name, address, telephone number, or e-mail address) that you provide through our web site, e-mail correspondence, by registering a warranty or by requesting information from us or when you otherwise contact us in person. We will also collect general information (such as the type of browser you use, the files you request, and the domain name and country from which you request information) to improve our website and better meet your needs.

If you enter into a transaction (such as a purchase) at this website, you will be required to provide information that is needed to complete the transaction, including your name, shipping address, product selection(s), and your payment information. We do not keep any credit or other payment information longer than is necessary in order to comply with legal, tax, and auditing requirements. Other information you provide may be added to our company database(s).

We may passively collect information that is automatically sent to us by your web browser or your internet service provider. This information typically includes your domain name, your user name, and your numerical IP address. The amount of information sent by your web browser depends on its settings. Please refer to your browser if you want to learn what information it sends. We use this type of information to see which web pages you visit at our website, which website you visited before coming to our website, and where you go after you leave our website. We can then develop statistics that help us understand how our visitors use our website and how we can improve it.

We may actively obtain information about you by installing a marker on your computer commonly called a "cookie." Cookies enable us to know you by a computer-generated, unique identifier. By providing you with a unique cookie, we are able to create a database of your previous choices and preferences, and in situations where these choices or preferences need to be collected again; they can be supplied by us automatically, saving you time and effort. For example, after you purchase a product once, if you need to purchase it again, your previous selections for colour or other features will have been retained, and can be reentered more quickly. Your

computer may be specially configured to reject cookies; please refer to your browser for more information. Many Guardsman websites will allow you to visit without accepting cookies, but some features of our websites may not work properly if you choose to reject cookies.

Some of our sites may use third-party advertising technology to serve ads when you visit our website and sites upon which we advertise. This technology uses information about your visits to this website and the sites upon which we advertise, to serve our ads to you. In the course of serving our advertisements to you, a unique third-party cookie may be placed or recognised on your browser. In addition, these sites may use web beacons, provided by our third-party ad server, to help manage and optimise our online advertising. These web beacons enable our ad server, on our behalf or on behalf of our agent, to recognise a browser's cookie when a browser visits this site, and to learn which banner ads bring users to our website. Our third-party ad server is performing its functions on our behalf or on behalf of our agent, and we may, directly or indirectly, instruct such ad server to enable other service providers to receive information about our site related to our online advertising. To learn more about our third-party ad-serving partner, cookies, and how to "opt-out" please visit: [guardsmanaustralia.com](http://guardsmanaustralia.com).

#### USE OF INFORMATION

The information will be used by Guardsman, eg, to respond to your inquiries, process your orders, supply you with requested information on Guardsman products and services or track orders you place with Guardsman. In addition, authorised third parties may be utilised by Guardsman to collect, track and process such information. If you would like to access your personal information and have it either removed or modified if it is incorrect, please contact us at [privacy@guardsmanaustralia.com](mailto:privacy@guardsmanaustralia.com). We will use reasonable efforts to comply with your request.

You do not have to provide us with your personal information but, if you do not provide us with the information we require, we may not be able to provide you with the products and services that you request.

Guardsman may use any of the information gathered at this website (other than credit information) for any legal purpose. We may analyse personal information for historical, statistical or scientific purposes, or we may store the personal information for your convenience should you return to this website in the future. We may also use your personal information to investigate security breaches or cooperate with government authorities pursuant to a legal matter. Personal information collected online may also be combined with information you have provided to Guardsman

through other sources such as product registrations, call centres, or publicly such as at trade shows or seminars.

In addition, we may have collected similar information from you in the past, before our Privacy Policy took effect. By using this website you agree to the terms of this privacy policy. By agreeing to the terms of this privacy policy you are consenting to our continued use of previously collected information under the terms of this privacy policy.

## DISCLOSURE OF INFORMATION

We take reasonable steps to protect your personal information from misuse, interference, loss and unauthorised access, modification or disclosure. It may be necessary, if required by law or if pertinent to judicial or governmental investigations, to release your personally identifiable information.

We may share your information with third parties including contractors, dealers, distributors and retailers (Service Providers). An example of a Service Provider is a data processing contractor that operates computer systems on our behalf. If you provide Guardsman with your information, you consent to the terms of this Privacy Policy and to the transfer and storage of that information by our Service Providers located in Australia as well as in the US and the UK. In respect of your consent to the disclosure of your personal information by us to persons who are not in Australia, the US and UK, you acknowledge and understand that we will not take reasonable steps to ensure that the Overseas Recipients do not breach the Australian Privacy Principles in relation to that information and we will not be liable to you for any breaches of those principles by an Overseas Recipient.

## CHILDREN AND PARENTS

Guardsman does not intend to collect personally identifiable information from children without permission of the child's parent or legal guardian. Children should submit personally identifiable information to Guardsman only with the explicit permission of their parent or legal guardian. Where appropriate, Guardsman will instruct children not to submit personal information. If your child has submitted personal information and you would like to request that such information be removed, you may do so as indicated above, and Guardsman will use reasonable efforts to comply with your request.

## COMPLAINTS

If you wish to make a complaint about a breach of the Australian Privacy Principles, you can contact us via the contact details below. We will promptly investigate your complaint and contact you in writing to notify you of the steps we will take to attempt to resolve your complaint.

## CONTACT DETAILS

Telephone: 1800 249 252

Email: [info@guardsmanaustralia.com](mailto:info@guardsmanaustralia.com)

Post: 13 Columbia Way, Norwest Business Park  
Baulkham Hills NSW 2153

## OTHER IMPORTANT INFORMATION

The Guardsman website may contain links to other sites. We do not endorse or otherwise accept responsibility for the content or privacy policies of those sites.

Guardsman is a global company with websites and computer facilities located in many countries. People from almost anywhere in the world can access our websites. We comply with the law of the country where our websites are located or directed.

Guardsman reserves the right to modify this privacy policy at any time. We will promptly reflect any such modifications in these web pages.

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## WARRANTY EXCLUSIONS

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**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

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## WARRANTY SERVICE PROCEDURE

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FOR ASSISTANCE WITH YOUR GUARDSMAN 5 YEAR PRODUCT WARRANTY, PLEASE CONTACT CUSTOMER SERVICE ON THE FOLLOWING NUMBERS:

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### TELEPHONE

**Australia** toll free 1800 249 252  
**New Zealand** toll free 0800 442 343  
Monday - Friday, 8.30am - 5.00pm AEST

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### OR ONLINE

**Web** [www.guardsmanaustralia.com](http://www.guardsmanaustralia.com)  
**Email** [info@guardsmanaustralia.com](mailto: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.





**GUARDSMAN**<sup>®</sup>

Excellence in Furniture Care Since 1915

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**GUARDSMAN WOOD CARE COLLECTION INCLUDING  
5 YEAR PRODUCT WARRANTY**

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**Supplied by Guardsman Australia Pty Ltd**  
ABN 34 079 889 900

13 Columbia Way  
Norwest Business Park  
Baulkham Hills, NSW 2153

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[guardsmanaustralia.com](http://guardsmanaustralia.com)