GUARDSMAN®
Excellence in Furniture Care Since 1915

COMFORTMARK MATTRESS PROTECTOR

INCLUDING 3 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 Comfortmark Mattress Protector Warranty Including 3 Year Product Warranty ("Guardsman Product Warranty")
Supplied by Guardsman Australia Pty Ltd
ABM 34 079 889 900

GUARDSMAN COMFORTMARK® MATTRESS PROTECTOR INCLUDES A 3 YEAR PRODUCT WARRANTY.

Congratulations on your new Mattress investment. Any investment should be cared for, and by purchasing the Guardsman ComfortMark Mattress Protector, you have peace of mind that for 3 years your investment is covered by the most comprehensive bedding product warranty in the market.

The ComfortMark Range of Mattress Protectors will provide you with protection against all food & beverages and human bodily fluids, including incontinence and bed wetting. The Protector is also very effective at preventing bacteria and dust mites from breeding in your Mattress (a major cause of asthma, eczema and rhinitis).

This guide, as well as giving you product warranty details, has many helpful tips on how to get the most from your Guardsman ComfortMark Mattress Protector purchase. Please take a few minutes to read and understand the information contained and keep this guide in a convenient place for future reference.

TERMS AND CONDITIONS

By using the Guardsman ComfortMark Mattress Protector ("Protector") including 3 Year Product Warranty ("Warranty") at all times you will receive, for a period of 3 years from the date of purchase of the Protector including the warranty, the following benefits outlined below:

1 Subject to the terms and conditions of the warranty, the ComfortMark® Protector including the Warranty, will help protect the mattress against:

- **Food and beverage stains**
- **Human bodily fluids**

2 This warranty applies to the Protector and, if applicable, the new Mattress purchased at the same place and time as the Protector from your Store of purchase.

- **The Protector and the Mattress must be delivered to you soil and damage free.**
- **The warranty applies to the original purchaser only and is not transferable.**
- **The warranty is valid in Singapore and Malaysia and is only valid for private and domestic use** (does not apply to commercial purposes such as hotels, rental

properties, boarding houses etc).

3 If the Protector is stained and cannot be cleaned using the guidelines included in the warranty booklet, Guardsman® will replace the Protector at no cost to you up to a maximum of 2 times for ComfortMark II during the 3 year period.

- **Upon the maximum number of replacements (listed above) of the Protector, no further replacements will be applicable.**

4 If while using the Protector the Mattress becomes stained as a result of the failure of the Protector, Guardsman will arrange for the Mattress to be cleaned by a professional technician at no cost to you.

- **You must notify Guardsman within 5 days of the stain occurring so that we have the best chance of removing the stain.**
- **You must be able to identify the cause of the stain. If you cannot identify the cause of the stain, then Guardsman's obligation under this warranty is limited to 1 visit from a professional cleaning technician to clean the stains and the additional benefits in clause 5 do not apply.**

5 Should the technician be unable to clean the stained Mattress, Guardsman will replace the Mattress at no cost to you.

- **In this case Guardsman's liability is limited to a maximum amount of the original purchase price for the Mattress acquired at the same time and place as the Protector or Guardsman's cost price, whichever is the lesser.**
- **Once a replacement is made, the ownership of the Mattress is relinquished to Guardsman.**
- **The new Mattress is not eligible for further coverage under this or any other ComfortMark® Product Warranty, and Guardsman's obligation under this Warranty will be deemed to have been completed and the Warranty will come to an end.**

6 This Warranty will cease immediately if the Protector has not been used to protect the Mattress.

7 This is not a general cleaning contract and does not cover soiling from everyday use or stains that accumulated over time. If you wish to clean the Mattress, please contact Guardsman customer service for the details recommended cleaning technician.

WARRANTY EXCLUSIONS

The Guardsman 3 Year Product Warranty does not cover:

1 Stains caused prior to or during delivery.

2 Stains as a result from mishandling, abuse, neglect or deliberate act, normal wear and tear, sunlight, fire, lightning, explosion, earthquake, malicious act, flood water damage, aircraft, impact, theft or any attempt there at.

3 Stains or damage from animals and any odour resulting from any stain.

4 Non-colour fast fabrics.

5 Third party property damage and/or third party bodily injury.

6 Stains from anything other than food, beverage, human bodily fluid and/or any odour resulting from any stain.

7 Accidental damage.

THE SECRET TO STAIN REMOVAL

Any spill, stains or spot is like cement in the way it works – the longer you leave it the harder it gets!

- **Act immediately on the accidental spill for easy removal.**
- **Within one hour the stain has had a chance to sink and settle into the fabric.**
- **By the following day the stain is set in and will take a great deal of effort, not to mention cleaning chemicals, to remove.**

The key to stain removal is to act immediately!

GENERAL CLEANING INSTRUCTIONS FOR THE GUARDSMAN COMFORTMARK MATTRESS PROTECTOR

The beauty, as well as the durability of most fabrics, is dependent on their cleanliness. Periodic cleaning will be the best defence against overall soiling.

- **Machine wash up to 60C**
- **May be tumble dried up to 40C**
- **Do not bleach**
- **Do not iron**
- **Do not dry clean**
- **Do not use solvents**

Your Guardsman ComfortMark Mattress Protector including 3 Year Product Warranty protects against permanent spots and stains. It does not cover general soiling. Regular cleaning of the Mattress Protector will remove general soiling and extend the life of the Mattress.

WARRANTY SERVICE PROCEDURE

You have 3 options to obtain service under the Guardsman Product Warranty.

Call Guardsman Customer Service on the following Toll Free Phone numbers:

Singapore	**8006 163 072**
Malaysia	**1800 805 351**
Lodge your claim online at	**www.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 Mattress
- proof of purchase of the Guardsman® ComfortMark® Mattress Product Warranty
- the Guardsman Product Warranty number on the front cover of your warranty 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

Our goods come with guarantees that cannot be excluded under your 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.

DISCLAIMER OF LIABILITY

Under no circumstances shall coverage under the Guardsman Product Warranty extend to any loss or damage to a person or property, direct, consequential or incidental, arising from use or inability to use the Product. This Guardsman Product 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 any good to which a Product covered by the Guardsman Product Warranty has been applied. This Guardsman Product Warranty does not exclude or restrict any condition or warranty imposed or implied by any consumer legislation operating in Singapore and Malaysia.

PRIVACY POLICY

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

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 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:	+61 2 9168 6200
Email:	privacy@guardsmanaustralia.com
Post:	13 Columbia Way, 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.

COMFORTMARK®

床垫保护罩

包括3年的产品保修

请务必通读您的产品保修手册
及时报告任何索赔要求
将本文件与您的其他重要资料存放在一起

GUARDSMAN COMFORTMARK MATTRESS PROTECTOR INCLUDES A 3 YEAR PRODUCT WARRANTY.

由Guardsman Australia Pty Ltd提供
澳大利亚公司号 34 070 889 900

13 Columbia Way, Baulkham Hills NSW 2153

Guardsman ComfortMark® Mattress Protector includes a 3 Year Product Warranty

祝贺您对新床垫的投资.任何投资均应得到关切, 通过购买Guardsman ComfortMark 床垫保护罩, 您可以安心拥有3年的保修, 您的投资会得到市场上最全面的卧具产品保修的保护.

ComfortMark系列床垫保护罩将为您的床垫提供保护，使之不会沾染食物、饮料和人的体液的污渍， 包括大小便失禁和尿床.该床垫保护罩对于防止细菌和尘螨在您的床垫上的繁殖也是非常有效的(这是哮喘、湿疹和鼻炎的主要起因).

本指南除了向您提供产品的保修细节，还有许多有用的技巧关于如何充分利用您所购买的Guardsman ComfortMark 床垫保护罩. 请花几分钟时间阅读和了解本指南中所包含的信息, 并将其保存在一个方便的地方以便将来参考之用.

3年的产品保修（3 YEAR PRODUCT WARRANTY）

保修条款及条件

通过使用Guardsman ComfortMark床垫保护罩（“保护罩”）包括3年的产品保修 (“保修”), 自该保护罩的购买日期起3年的期间内, 您将一直得到如下所示的好处:

1 按照保修的条款和条件, COMFORTMARK®保护罩及其保修将保护您的床垫,使其不致沾染:

- 食物、饮料污渍
- 以及人的体液

2 本保修适用于保护罩以及, 如果适用, 在您购买保护罩的同一商店同时购买的新床垫.

- 保护罩和床垫必须完好无损地交付到您的住处.
- 本保修仅适用于原始的购买者, 不得转让.
- 本保修在新加坡和马来西亚有效, 并且仅适用于私人和家居使用.

3 如果保护罩被弄脏或损坏并且不能够按照本保修手册中的指引被清洗干净, GUARDSMAN® 将在3年内免费为您更换, COMFORTMARK II 最多达两次 (2次).

- 在保护罩被更换的次数达到最大数量（如上所列）以后, 将不得进行再次更换.

4 如果在使用保护罩的情况下, 由于保护罩功能失效致使床垫被弄脏, GUARDSMAN 将安排一位专业技术员免费清洗床垫.

- 您必须在污渍发生的5天之内告知 GUARDSMAN, 以便我们有清除污渍的最佳时机
- 您必须能够指出污渍的起因. 如果您不能指出污渍的起因, 那么GUARDSMAN 按照本保修规定的义务仅限于安排一位专业清洗技术人员到访一次（1次）以清洗这些污渍, 同时在第5项条款中的额外好处不再适用.

5 如果技术员无法清洁被弄脏的床垫, GUARDSMAN 将免费为您更换床垫.

- 在这种情况下, GUARDSMAN 的责任被限制到最多承担与保护罩在同一时间和地点购得的床垫的原始购买价或 GUARDSMAN 的成本价, 以较低者为准.
- 一旦做出更换, 床垫的所有权即被弃让给 GUARDSMAN.
- 新的床垫没有资格被包括在本保修或其他任何 COMFORTMARK® 产品保修的进一步的承保范围内, 并且 GUARDSMAN 在本保修中所规定的义务将被视为完成, 本保修将告结束.

6 如果保护罩未被用于保护床垫, 本保修将立刻停止.

7 这不是一个普通的清洗合同, 不包括在日常使用中因长时间积累的污迹而弄脏的情况.如果您希望清洗床垫, 请与GUARDSMAN顾客服务联系以便获得我们所推荐的清洗技术员的详细情况.

保修责任排除条款

Guardsman 3年产品保修不包括:

1. 交货前或交货过程中所导致的污渍
2. 因处理不当, 使用不当, 疏忽或故意行为, 正常磨损、阳光、火、闪电、爆炸、地震、恶意行为、洪水破坏、航空器冲击, 偷窃或者任何该类的企图所造成的污渍.
3. 由动物所造成的污渍或损坏以及这些污渍所产生的气味.
4. 不褪色织物.
5. 第三方财产损害和第三方身体伤害.
6. 除食物、饮料、人体体液和/或由任何污渍产生的任何气味以外的任何污渍
7. 意外损坏.

污渍去除的秘诀

任何溅溢、污渍或污点, 其起作用的方式正如水泥一样 - 您将它放置得越久它就会变得越硬!

- 对于偶然的溅溢, 应立即采取行动以使去除容易.
- 在一个小时之内污渍即有机会渗透和浸入到织物.
- 到了第二天污渍就会凝固, 那么要花大量的努力来去除, 这还没有算大量清洗化学制品的使用.

污渍去除的关键是立即行动!

Guardsman ComfortMark 床垫保护罩的一般清洗指示.
大多数织物的美观和耐久性依靠他们的洁净度.周期性清洁是防御织物被全面弄脏的最佳方法.

- 机器洗涤最高温度60C
- 可使用烘干机烘干, 最高温度40C
- 不要漂白
- 不要使用熨斗熨平
- 不要干洗
- 不要使用溶剂

您的 Guardsman ComfortMark 床垫保护罩包括3年的产品保修, 以保护免受永久斑点和污渍.它不包括一般污迹.经常清洁床垫保护罩将会去除一般性的污迹并且延长床垫的使用寿命.

保修服务的程序

根据 Guardsman 产品保修的规定, 您有3种方式获得保修服务.

致电 Guardsman 顾客服务的以下免费电话号码:

新加坡	**8006 163 072**
马来西亚	**1800 805 351**
在网上提出您的索赔请求	**www.guardsmanaustralia.com**

Guardsman 的顾客服务代理将需要某些信息以协助我们处理您询问的问题或处理您的索赔要求, 所以当您致电我们时请将下列文件备好放在手边:

- 购买详情和家具的描述
- GUARDSMAN®产品保修的购买证明
- 您的GUARDSMAN产品保修的保单号码
- 污渍或损坏的具体细节, 以及它是如何发生的
- 您也将需要提供您的名字、地址和白天或者晚上电话号码.

我们的商品附带根据您的消费者法不能排除的保证。您有权因重大故障获得更换或退款，并对任何其他可合理预见的损失或损坏进行赔偿。如果商品质量不合格且不构成重大故障，您也有权要求维修或更换商品。

免责说明

任何情况下, Guardsman 的产品保修所包括的范围均不可直接、间接或附带地延伸至因使用或未能使用本产品而对任何人或财产所造成的损害或损失. Guardsman 的产品保修不包括厂家产品召回或制造商赔偿方案中所涉及的产品缺陷.本保修不是对 Guardsman 产品保修中所承保的任何产品的材料性质、工艺和性能的保证和承诺. Guardsman 产品保修不排除或制约任何在新加坡或马来西亚生效的消费者法规中所推行和包含的条件和保修.

隐私条款

我们尊敬我们的顾客隐私权， 并且保证我们会按照隐私法所规定的国家隐私权原则处理顾客的个人信息.我们收集、使用并且透露个人信息的目的是实施保修和为我们的顾客服务.如果您想了解更多的信息, 或想要访问我们所收集的关于您的个人信息, 请联系 Guardsman 的客户服务.

投诉

如果您想提交有关违反澳大利亚隐私原则的投诉，您可以通过以下联系方式与我们联系。我们将及时调查您的投诉并以书面形式与您联系并通知您我们将采取哪些措施来尝试解决您的投诉。

联系方式

电话： +61 2 9168 6200
电子邮件：privacy@guardsmanaustralia.com
邮政： 13 Columbia Way, Baulkham Hills NSW 2153, Australia

其他重要信息

Guardsman 网站可能包含指向其他网站的链接。我们不认可或以其他方式对这些网站的内容或隐私政策承担责任。

Guardsman 是一家全球性公司，其网站和计算机设施遍布许多国家。世界上几乎任何地方的人都可以访问我们的网站。我们遵守我们网站所在国家/地区的法律。

Guardsman 保留随时修改本隐私政策的权利。我们将及时在这些网页中反映任何此类修改。



GUARDSMAN®
Excellence in Furniture Care Since 1915

GUARDSMAN COMFORTMARK MATTRESS PROTECTOR INCLUDING 3 YEAR PRODUCT WARRANTY

Supplied by Guardsman Australia Pty Ltd
ABN 34 079 889 900

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Norwest Business Park
Baulkham Hills, NSW 2153, Australia

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info@guardsmanaustralia.com
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