GUARDSMAN®
Excellence in Furniture Care Since 1915

WOOD CARE COLLECTION

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

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.

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**

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

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

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

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.

THE GUARDSMAN WOOD CARE COLLECTION INCLUDES:

- 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 3 YEAR PRODUCT WARRANTY BOOKLET.

1A **The Guardsman Wood Care Collection including 3 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 3 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:

- ACCIDENTAL STAINS CAUSED BY FOOD AND BEVERAGE
- ACCIDENTAL DAMAGE LIMITED TO 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.**
- **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 3 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 Singapore and Malaysia. 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 3 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.

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

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 FOOD AND BEVERAGE STAINS
- ACCIDENTAL DAMAGE LIMITED TO RIPS, TEARS AND CUTS

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 3 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 Singapore and Malaysia. 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 3 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.

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

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 FOOD AND BEVERAGE STAINS
- ACCIDENTAL STAINS CAUSED BY INK
- ACCIDENTAL DAMAGE LIMITED TO RIPS, TEARS and CUTS

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 3 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 3 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 Singapore and Malaysia. 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 3 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 under taken 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.**

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:	Singapore	8006 163 072
	Malaysia	1800 805 351
Email:	info@guardsmanaustralia.com	
Post:	13 Columbia Way, Norwest Business Park Baulkham Hills NSW 2153, Australia	

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.

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** 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

WARRANTY SERVICE PROCEDURE

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

Call Guardsman Customer Service toll free:

Singapore	**8006 163 072**
Malaysia	**1800 805 351**

Email Guardsman: **info@guardsmanaustralia.com**

Lodge your claim online: **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 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.

木材
保养系列
含三年产品保修

GUARDSMAN 木材保养系列

恭喜并感谢您选择 Guardsman 木材保养系列来保护和维护您的新家具。

使用 Guardsman 木材保养系列略加保养，您的新家具能够让您和您的家人愉快地使用多年。

正确和经常使用 Guardsman 木材保养和维修产品将有助于保持您的新宝贝的质量和美观。

基本保养技巧：

1 定期除尘，以免损坏面漆

2 使用木材清洁剂后始终使用木材抛光剂

3 尽量避免家具受阳光直射

4 避免木材表面过热和受潮

5 避免在木材表面滑动粗糙的物体

权益声明与 GUARDSMAN 木材保养系列产品保修条款和条件。

以下条款和条件分为三部分。

A 部分适用于新家具的木料部分

B 部分适用于新家具的织物部分

C 部分适用于新家具的皮革部分

A 部分——仅适用于新家具木材部分的保修。

在购买新家具的同时购买 Guardsman 木材保养系列，您将获得与新木质家具产品保修相关的一些权益。

GUARDSMAN 木材保养系列包含：

1 X 木材清洁气雾剂；

1 X 木材抛光气雾剂；

1 X 终极除尘布；

2 X 抹布；

1 X 环状水印去除剂；

1 X（包）木质填料棒；

1 X（包）木润色标记棒；

1 X GUARDSMAN 三年产品保修手册。

1A 包含三年产品保修的 Guardsman 木材保养系列只在您从家具零售商处购买新的家具时供选购。本木材保养系列保修的权益不适用于未与木材保养系列同一时间和同一地点购买的其他家具。

1B 新家具必须以干净（无污垢）完好的状态交付给您。

1C 家具在三年保修期内必须按照生产厂商保修卡中规定的保养和维护说明进行保养。

2 在遵守本手册中所列的条款和条件这一前提下，Guardsman 木材保养系列将帮助保护您的家具免受以下侵害：
食物和饮料引起的意外污渍
限于深度划痕*、凿印*、缺口、环状水印、烫印的意外损坏

*定义
深度划痕：划过家具表面、造成基底木材暴露的磨印或刮印。
凿印：对家具表面的撞击造成的使基底木材暴露的孔洞或凹坑。
注：本产品保修范围不包括因日常使用期间正常磨损导致的表面轻微痕迹。

3 如果您作为原始购买者使用 Guardsman 木材保养系列中的产品来保养和维护您的新家具，Guardsman 将根据本保修条款进行清洁、维修或酌情更换任何一件由于 Guardsman 木材保养系列中的产品未能按照木家具保养产品包装上的说明发挥作用、造成在您购买家具之日起三年内损坏的木家具件。

3A 家具只能在新加坡和马来西亚用于私人和家居目的。家具专门供室内使用，用于私人和家居目的，并且没有被滥用或误用（不适用于酒店、租赁物业、寄宿公寓等商业目的）。

3B 木家具如有任何污渍或其他损坏，您必须立即处理。

3C 根据本保修作出的索赔必须在木材发生污渍或损坏后五天之内通知 Guardsman 顾客服务部。

4 如果家具沾染污渍或以其他方式损坏，并且使用 Guardsman 木材保养系列中包含的产品无法修复污渍或损坏，则您应该按照第 3C 条联系 Guardsman 顾客服务部，在三年保修期内，Guardsman 将安排家具维修技师上门，免费清除污渍或维修受损区域的木材。如果家具维修技师无法清除污渍或修复受损区域，Guardsman 将安排免费更换脏污或损坏的家具件。

4A 由于木纹和阴影等的变化，Guardsman 无法保证颜色确切匹配。在这种情形下，Guardsman 的义务是提供当时最接近的尽可能匹配的颜色。如果这是您不能接受的，那么您可以选择按您所支付的 Guardsman 木材保养系列购买价格获得 Guardsman 的全额退款，Guardsman 产品保修将停止。

4B 更换脏污或损坏的部件时，替换件在剩余保修期内仍根据原始条款和条件享受保修。

5 在所有情况下，Guardsman 根据本保修承担的最大财务责任仅限于与家具实际购买价或 Guardsman 采购价相等的数额（取较小者），届时即视为 Guardsman 已完成和履行根据 Guardsman 产品保修所承担的义务。如果由于任何原因，Guardsman 负责全部更换家具（由我们全权裁量决定），那么被更换的家具就变成了 Guardsman 的财产，而新的家具将不包括在本保修的范围内。在这些情况下，本保修将会停止。

B 部分——含仅适用于新家具织物部分的保修。

木材保养系列加织物组合将包括木材保养系列中的所有物品（列于 A 部分中），以及：

1 x 织物防护气雾剂

1 木材保养系列加织物组合保养产品将帮助保护新家具的织物部分免受：

食物和饮料污渍的所有意外沾染

限于撕裂、撕毁和切割的意外损坏

前提是：

您在收到家具后，使用家具之前，根据产品包装中或包装上的使用说明，按标签说明将织物防护气雾剂喷涂于新家具的织物部分。

2 如果您作为原始购买者使用 Guardsman 木材保养系列加织物组合保养产品中的产品来保养和维护您的新家具，Guardsman 将根据本保修条款清洁、维修或酌情更换任何一件由于 Guardsman 木材保养系列加织物组合保养产品中的产品未能按照包装上的说明发挥作用、造成在您购买家具之日起三年内损坏的家具织物。

2A 家具只能在新加坡和马来西亚用于私人和家居目的。家具专门供室内使用，用于私人和家居目的，并且没有被滥用或误用（不适用于酒店、租赁物业、寄宿公寓等商业目的）。

2B 家具织物如有任何污渍或其他损坏，您必须立即处理。

2C 根据本保修作出的索赔必须在家具织物发生污渍或损坏后五天之内通知 Guardsman 顾客服务部。

3 向新家具的覆盖织物喷涂产品后的三年之内，如果织物覆盖的软垫家具被弄脏，并且污渍无法按照本保修手册中所述的清洁方法去除，Guardsman 将安排一位家具维修技师免费清洁受影响的区域。

3A 您必须能够说明污渍的起因，以便技师能使用正确方法清洁来保证最佳的结果。如果您不能说明污渍的起因，Guardsman 不能保证清除污渍。当污渍的起因无法确定时，Guardsman 根据 Guardsman 产品保修所承担的义务仅限于安排一位家具维修技师对该污渍清洁一次。

3B 您必须在污渍发生后的五天之内将详情告知 Guardsman。污渍正如水泥一 样，您将它放置得越久，它就会凝固得越硬，也就越难于去除。如果 Guardsman 在五天内未得到通知，Guardsman 根据 Guardsman 产品保修所承担的义务仅限于安排一位家具维修技师对该污渍清洁一次。

4 如果您新家具的覆盖织物遭到意外损坏，Guardsman 将安排一位家具维修技师来修理这一意外损坏。

4A 您必须在损坏发生后的五天之内向 Guardsman 告知意外损坏的详情。

5 如果家具维修技师无法清洁或修理（如上面第 2 条所述）受影响的区域，那么 Guardsman 会安排免费将受影响的区域更换为原厂的覆盖织物。

5A 如果原厂的覆盖织物无货，那么您可以挑选与原厂覆盖织物价值相同的一块织物来恢复受影响的区域。如果这是您不能接受的，
那么您可以选择按您所支付的 Guardsman 木材保养系列购买价格获得 Guardsman 的全额退款，Guardsman 产品保修将停止。

5B 如果原厂的覆盖织物有货，由于染料批次的变化和织物褪色，Guardsman 不能保证颜色匹配完全一致。在这种情形下，Guardsman 的义务是提供当时最接近的尽可能匹配的颜色。如果这是您不能接受的，那么您可以选择按
您所支付的 Guardsman 木材保养系列购买价格获得 Guardsman 的全额退款，Guardsman 产品保修将停止。

5C 更换沾污或损坏的部件时，更换区域将在剩余保修期内享受保修。

6 在所有情况下，根据 Guardsman 产品保修规定，Guardsman
对您的最大责任仅限于与您从零售商处购买新家具的实际价格或 Guardsman 采购价相等的数额（取较小者），届时即视为 Guardsman 已完成和履行
根据 Guardsman 产品保修所承担的义务。如果由于某种原因，Guardsman 负责全部更换您的新家具（由我们全权裁量决定），那么被更换的家具就变成了 Guardsman 的财产，而您更换后的新家具将不在本 Guardsman 产品保修的范围内。在这些情况下，本 Guardsman 产品保修将会停止。

C 部分——含仅适用于新家具皮革部分的保修。

木材保养系列加皮革组合将包括木材保养系列中的所有物品（列于 A 部分中），以及：

1 x 250 毫升皮革清洁剂

1 x 250 毫升皮革防护剂

1 木材保养系列加皮革组合保养产品将帮助保护新家具的皮革部分免受：
食物和饮料污渍的所有意外沾染

墨水引起的意外污渍

限于撕裂、撕毁和切割的意外损坏

前提是：

您在收到家具后，使用家具之前，根据产品包装中或包装上的使用说明，按标签说明将皮革清洁剂和皮革防护剂喷涂于新家具的皮料部分。

1A 家具在三年保修期内必须按照皮革清洁剂和皮革防护剂瓶子上“使用说明”规定的保养方式进行保养。

1B 在家具上使用 Guardsman 皮革清洁剂和皮革防护剂以外的任何皮革清洁剂和/或防护剂都可能会使本保修失效。

1C Guardsman皮革清洁剂和皮革防护剂不适用于 Nubuck 和 Suede 成品皮革，保修不适用于这些皮革类型。

2 如果您作为原始购买者使用 Guardsman
皮革清洁剂和皮革防护剂来保护您新家具的皮革部分，由于 Guardsman 皮革清洁剂或皮革防护剂未能保护您新家具的皮料部分，造成在您购买家具之日起三年内任何部分皮革损坏，Guardsman 将根据本保修条款清洁、维修或酌情更换该损坏区域的皮革。

2A 家具只能在新加坡和马来西亚用于私人和家居目的。家具专门供室内使用，用于私人和家居目的，并且没有被滥用或误用（不适用于酒店、租赁物业、寄宿公寓等商业目的）。

2B 您的新家具皮革部分如有任何污渍或其他损坏，您必须立即根据皮革清洁剂和防护剂瓶子上的说明处理。您也可联系 Guardsman
顾客服务部获取清洁建议。

2C 根据本保修作出的索赔必须在皮革发生污渍（如果无法清除）或损坏后五天之内通知 Guardsman 顾客服务部。您必须立即通知，因为问题越久不处理，就越难以补救。您必须能说明污渍的起因。如果您不能说明污渍的起因，Guardsman 根据本保修所承担的义务仅限于安排一位专业人员清除污渍，下面第 3 条中的额外权益不适用。

3 如果您无法清除污渍，或您新家具的皮革部分以其他方式损坏，则您应该按照第 2C 条联系 Guardsman 顾客服务部，在三年保修期内，Guardsman 将安排家具维修技师上门，免费清除污渍或维修受损区域的皮革。如果家具维修技师无法清除污渍或修复受损区域，Guardsman 将安排免费更换脏污或损坏区域的皮革。即使受影响区域正在安排更换，您的保修在剩余期限内保持有效。

4 如果污渍无法清除或损坏处无法修复，Guardsman 将努力获取原厂皮革或颜色与您的新家具原厂皮革匹配的类似皮革，用来更换受损区域。由于染料批次的变化，Guardsman 无法保证颜色确切匹配。在这种情形下，Guardsman 的义务是提供当时最接近的尽可能匹配的颜色。如果颜色匹配情况不能合理接受，Guardsman 将酌情更换受损区域皮革，或者您可选择按您所支付的 Guardsman 木材保养系列购买价格获得 Guardsman 的全额退款，Guardsman 产品保修将停止。

5 在所有情况下，Guardsman 根据本保修承担的最大财务责任仅限于与家具实际购买价或 Guardsman 采购价相等的数额（取较小者），届时即视为 Guardsman 已完成和履行根据 Guardsman 产品保修所承担的义务。如果由于任何原因，Guardsman 负责全部更换家具（由我们全权裁量决定），那么被更换的家具就变成了 Guardsman 的财产，
而新的家具将不包括在本保修的范围内。在这些情况下，本保修将会停止。
隐私政策

信息收集

Guardsman 将收集您通过我们的网站、电子邮件通信或通过注册保修或向我们索取信息或者您以其他方式联系我们时提供的个人身份信息（例如姓名、职务、公司名称、地址、电话号码或电子邮件地址）。我们还将收集一般信息（例如您使用的浏览器类型、您请求的文件以及您请求信息时所在的域名和国家/地区）以改进我们的网站并更好地满足您的需求。

如果您在本网站上进行交易（例如购买），则需要提供完成交易所需的信息，包括您的姓名、送货地址、产品选择和付款信息。我们保留任何信用卡或其他付款信息的时间不会超过为遵守法律、税务和审计要求所必需的时间。您提供的其他信息可能会添加到我们公司的数据库中。

我们可能会被动地收集您的网络浏览器或您的互联网服务提供商自动发送给我们的信息。该信息通常包括您的域名、您的用户名和您的数字 IP 地址。您的网络浏览器发送的信息量取决于其设置。如果您想了解它发送哪些信息，请检查您的浏览器。我们使用此类信息来查看您在我们的网站上访问哪些网页、您访问我们网站之前访问过哪个网站，以及您离开我们网站后的去向。然后，我们可以生成统计数据，帮助我们了解访问者如何使用我们的网站以及我们如何改进网站。

我们可能会通过在您的计算机上安装通常称为“Cookie”的标记来主动获取有关您的信息。Cookie 使我们能够通过计算机生成的唯一标识符来了解您。通过向您提供独特的 Cookie，我们能够创建一个包含您之前选择和偏好的数据库；当需要再次收集这些选择或偏好时，它们可以由我们自动提供，节省您的时间和精力。例如，在您购买产品一次后，如果您需要再次购买，您之前的颜色或其他功能选择将会保留，并且可以更快地重新输入。您的
计算机可做特殊配置以拒绝 Cookie；有关更多信息，请检查您的浏览器。Guardsman 的许多网站允许您在不接受 Cookie 的情况下访问，但如果您选择拒绝 Cookie，我们网站的某些功能可能无法正常工作。

我们的某些网站可能会使用第三方广告技术，在您访问我们的网站和我们投放广告的网站时提供广告。该技术使用有关您访问本网站以及我们投放广告的网站的信息，以便向您提供广告。在向您提供广告的过程中，可能在您的浏览器中放置或识别唯一的第三方 Cookie。此外，这些网站可能会使用我们的第三方广告服务器提供的网络信标来帮助管理和优化我们的在线广告。这些网络信标使我们的广告服务器代表我们或代表我们的广告代理，在浏览器访问此网站时识别浏览器的 Cookie，并了解哪些横幅广告将用户带入我们的网站。我们的第三方广告服务器代表我们或代表我们的广告代理执行其功能，我们可以直接或间接指示此类广告服务器支持其他服务提供商接收与我们的在线广告相关的网站信息。如要详细了解我们的第三方广告投放合作伙伴，Cookie 以及如何“选择退出”，请访问：guardsmanaustralia.com。

信息的使用

信息将由 Guardsman 使用，例如用于回复您的查询，处理您的订单，向您提供您索取的有关 Guardsman 产品和服务的信息，或跟踪您向 Guardsman 下的订单。此外，Guardsman 可能利用授权的第三方来收集、跟踪和处理此类信息。如果您想访问您的个人信息并将其删除或修正，请通过 privacy@guardsmanaustralia.com 与我们联系。我们将尽合理努力满足您的请求。

您无需向我们提供您的个人信息，但如果您未向我们提供我们所需的信息，我们可能无法向您提供您要求的产品和服务。

Guardsman 可以出于任何法律目的使用本网站收集的任何信息（信用信息除外）。我们可能出于历史档案、统计或科学研究目的分析个人信息，或者我们可能会存储个人信息以方便您将来返回本网站时的操作。我们还可能使用您的个人信息来调查安全漏洞或就法律事务与政府机构合作。在线收集的个人信息也可能与您通过其他来源
（如产品注册、呼叫中心或者贸易展览或研讨会等公开场合）向 Guardsman 提供的信息相组合。

此外，我们可能在我们的隐私政策生效之前收集过您的类似信息。使用本网站即表示您同意本隐私政策的条款。同意本隐私政策的条款，即表示您同意我们根据本隐私政策的条款继续使用以前收集的信息。

信息的披露

我们采取合理措施保护您的个人信息免遭滥用、干扰、丢失和未经授权的访问、修改或披露。如果法律要求或与司法或政府调查相关，可能有必要披露您的个人身份信息。

我们可能与第三方共享您的信息，包括承包商、经销商、分销商和零售商（统称“服务提供商”）。代表我们操作计算机系统的数据处理承包商即是服务提供商。如果您向 Guardsman 提供您的信息，则表示您同意本隐私政策的条款，并同意我们位于澳大利亚以及美国和英国的服务提供商对该信息的转移和存储。关于您同意我们向澳大利亚、美国和英国以外的人士（“海外接收人”）披露您的个人信息，您承认并理解我们不会采取合理措施确保海外接收人在处理该信息方面不违反澳大利亚隐私原则；对于海外接收人任何违反这些原则的行为，我们不承担任何责任。

儿童和父母

Guardsman 无意未经儿童的父母或法定监护人许可收集儿童的个人身份信息。儿童只有在父母或法定监护人的明确许可下才能向 Guardsman 提交个人身份信息。在适当情况下，Guardsman 会指示儿童不要提交个人信息。如果您的孩子提交了个人信息，您想请求删除该信息，则可按照上述说明操作，Guardsman 将尽合理努力满足您的请求。1 5

投诉

如果您想就违反澳大利亚隐私原则提出投诉，可通过以下联系方式与我们联系。我们会及时调查您的投诉并以书面形式与您联系，把我们将尝试解决您投诉的步骤通知您。

联系方式

电话： 新加坡 8006 163 072
马来西亚 1800 805 351

电子邮件：info@guardsmanaustralia.com

邮寄地址：13 Columbia Way, Norwest Business Park
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。我们并不认可这些网站的内容或隐私素政策，亦不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，在许多国家/地区设有网站和计算机设施。来自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或指向的国家/地区的法律。

Guardsman 保留随时修改本隐私政策的权利。如有任何此类修改，我们会在网页上及时反映。

保修排除条款

Guardsman 对与本保修手册涵盖的意外损坏类型相符的损坏负责。

对于您新家具木材、织物或皮革区域的下列损坏，Guardsman 概不负责：

1 由家具木材、织物或皮革或者制造工艺的内在瑕疵造成或引起的（包括缝线）；

2 家具交货前、交货时或者运输过程中对木材、织物或皮革造成的；

3 由正常磨损所造成的污渍或损坏，包括因汗液积累、身体或者头发的油质造成的皮革开裂和剥落、褪色或掉色；或者由浸渍在软垫家具中或者由软垫家具所发出的气味而造成的污渍或损坏；

4 关于污渍或损坏的索赔要求已经向保险公司、家具厂商和/或家具的供应商提出；

5 因人或其他代理人的误操作、滥用、疏忽、恶意或故意行为所造成的，或由阳光（包括褪色）、暴雨和风暴、闪电、火灾、洪水、爆炸、地震、航空器或其他车辆的冲撞所造成的、或由对家具的非正常使用所造成的；

6 由于未能按照产品包装上的说明预先测试新家具的木材、织物或皮革保养产品而引起的；

7 来自于家具配件和地毯的染料转移的；

8 除产品保修条款与条件“织物与皮革”部分第 1 点中所列外，由动物损坏造成的。

任何情况下，保修范围均不包括因使用或未能使用产品而对任何人或财产所造成的直接、后果性或附带的损害或损失。

本保修并非清洁合同，不适用于在日常使用中弄脏家具的清洁。任何其他附加的、未经 Guardsman 事先准许的应用会使本保修失效。如果您的家具在本 Guardsman 产品保修期间需要清洁，请联系 Guardsman 在您当地的授权清洁人员。

我们的商品带有根据澳大利亚消费者法律不能排除的保证。您有权因重大故障而获得换货或退款，并有权针对任何其他合理可预见的损失或损害获得赔偿。如果商品质量不合格并且不构成重大故障，您也有权获得商品维修或换货。

本保修不包括厂家产品召回或厂家赔偿方案中所涵盖的产品缺陷。本保修不是对家具材质、工艺或性能的保证或承诺。

投诉

如果您想就违反澳大利亚隐私原则提出投诉，可通过以下联系方式与我们联系。我们会及时调查您的投诉并以书面形式与您联系，把我们将尝试解决您投诉的步骤通知您。

联系方式

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马来西亚 1800 805 351

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其他重要信息

Guardsman 网站可能包含指向其他网站的链接。我们并不认可这些网站的内容或隐私素政策，亦不以其他方式对这些网站的内容或隐私政策承担责任。

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