GUARDSMAN®
Excellence in Furniture Care Since 1915

FABRIC CARE KIT

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

Congratulations on choosing the Guardsman Fabric Care Kit including 3 Year Product Warranty.

This booklet sets out useful information and tips for the care and maintenance of your new furniture.

Please ensure that you read this booklet at your earliest convenience.

With the right care, using the Guardsman Fabric Care Kit, your new furniture should give you and your family years of enjoyable use.

YOUR GUARDSMAN FABRIC CARE KIT INCLUDES:

1 x Fabric Cleaner Level 1
1 x Fabric Deep Cleaner Level 2
1 x Fabric Deodoriser
1 x Cloth
1 x 3 Year Warranty Book

GUARDSMAN PRODUCT WARRANTY TERMS AND CONDITIONS

The Guardsman Fabric Care Kit ("Product") is available when you purchase your new upholstered furniture from your furniture retailer. With the correct care and maintenance as outlined in this warranty book you will receive the following benefits subject to the terms and conditions outlined.

1 The Guardsman Product Warranty will help protect Your New Furniture against:

- **Food and Beverage Stains**
- **Accidental Damage including rips, tears and cuts**

Provided that:

- **you are the original purchaser**
- **the furniture is situated 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)**
- **the furniture is received from your furniture store with no stains or damage**
- **the following terms and conditions are met**

2 If within 3 years the covering upholstery of the upholstered furniture is stained and the stain cannot be removed by you using the cleaning methods outlined in this warranty book, Guardsman will arrange for a professional technician to clean the affected area at no charge to you.

2(a) 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 professional cleaning technician to clean that particular stain.

2(b) 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 from a professional cleaning technician.

3 Should the covering upholstery on Your New Furniture be accidentally damaged by a rip, tear or cut, Guardsman will arrange for a repair technician to repair the accidental damage.

3(a) You must notify Guardsman of the details of the accidental damage within 5 days of the damage occurring.

4 If the technician is unable to clean or repair (as set out in condition 2 and 3 above) the affected area then Guardsman will arrange for the affected area to be replaced in the original covering upholstery at no cost to you.

4(a) If the original covering upholstery is no longer available then you may elect to have the affected area recovered with a covering upholstery of your choice to the same value as the original covering 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 Product and the Warranty will cease.

4(b) If the original covering 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 Product and the Warranty will cease.

5 In all cases Guardsman's maximum liability to you under the Guardsman Product 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 Guardsman Product Warranty is deemed to be complete and satisfied.

If a total replacement of Your New Furniture is undertaken by Guardsman, (at the sole discretion of Guardsman), for whatever reason, the replaced furniture becomes the property of Guardsman and Your New Furniture will not be covered under this Guardsman Product Warranty. In those circumstances this Guardsman Product Warranty will cease.

GUARDSMAN PRODUCT WARRANTY EXCLUSIONS

Guardsman is not responsible for stains or damage to the upholstery on Your New Furniture:

1 caused by, or arising from any, defect in the covering upholstery or the furniture or the manufacturing process (including stitching);

2 caused to the covering upholstery prior to or on delivery or during shipment of the furniture;

3 caused by normal wear and tear, including soiling from accumulated perspiration, body or hair oils, mould or mildew, fading or colour loss, non colourfast covering upholstery, or resulting in an odour being impregnated in, or emanating from, the upholstered 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 animal (except as previously stated) 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 upholstered furniture;

6 resulting from a failure to pre-test the fabric in accordance with the care instructions provided in this booklet or by the manufacturer;

7 from dye transfer;

8 as a result of any animal damage;

9 as a result of any other stains caused by substances other than food or beverages.

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

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 upholstered furniture
- proof of purchase of the Guardsman® Product Warranty
- the WARRANTY number of your Guardsman Product Warranty
- 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 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:	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.

THE SECRET TO STAIN REMOVAL

Any spill, stain 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 tomorrow 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!

The best way to keep your upholstery clean is to vacuum. Dry soils and dust are major enemies of your new upholstered furniture. The most important aspect of proper maintenance is to vacuum often (weekly) and correctly (using crevice tools, upholstery tools etc.).

- General soiling from clothing, shoes, children, pets, plants, body oils, hair oils and perspiration as well as atmospheric airborne soils from ventilation systems, fire places, wood stoves, cooking oils and household dust, will accumulate on your upholstery regardless of your fabric protection.

If not vacuumed regularly, everyday general soiling will settle between the individual fibres of your fabric and eventually dull, discolour and damage your valuable fabric.

PROFESSIONAL CLEANING

The beauty as well as the durability of most upholstery fabrics is vitally dependent on their cleanliness. That is why most manufacturers of upholstered furniture recommend professional cleaning at least once a year, depending on household conditions. Regular cleaning will remove general soiling and extend the life and beauty of the upholstery fabric.

Specialised skills are needed to properly clean upholstery because of the many different types of construction, fibres, weaves and dyes used to make upholstered furniture.

It is very important that you select a qualified professional upholstery cleaner with experience in the industry.

Guardsman does not determine the type of cleaning method for your upholstery - your fabric content does.

FABRIC SPOT REMOVAL PROCEDURES

Before calling Guardsman's Customer Service you should attempt to remove spots yourself while they are still fresh. These at-home procedures will allow you to remove most spots and spills. Please remember that these spot cleaning procedures are for spot cleaning only, not for overall cleaning.

Refer to the "Professional Cleaning" section of this Care guide for information on overall cleaning.

To remove most spots and stains, follow these basic rules:

1 While the spill is still fresh, blot (don't rub) with a clean, white absorbent cloth.

2 Identify the type of fabric by checking the manufacturer's tag. (For example. 50% cotton, 30% rayon, 20% polyester; not the foam polyurethane content for the cushions from the law label). Knowing the fabric content and nature of the spill is important to determine which type of cleaners and cleaning methods should be used.

3 Check the manufacturer's tags for cleaning care instructions. Refer to this code first when determining proper cleaning method. Refer to the table on back page. However, always pre-test the cleaning solution in a hidden area before attempting to clean.

4 If there are no tags on the furniture, check your store receipt or with your furniture retailer for the fabric content and the manufacturer's recommended cleaning methods. Guardsman will not alter the manufacturer's recommended cleaning methods.

5 Pre-test all spot removal solutions in a hidden area of the fabric. Apply a few drops of cleaning solution on each colour of the fabric. Using a white absorbent cloth, press it firmly against each colour of the fabric; hold it in place for 10-15 seconds.

Examine the cloth for dye transfer from the fabrics. If colours have bled into the towel, then the fabric is not colourfast for that type of solution. Allow fabric to dry completely. Do not proceed with cleaning if the pre-tested area does not dry clear or causes any other unusual changes to the fabric. Please call Guardsman for assistance - we're here to help!

6 Once you have tested all spot cleaning solutions to be used, proceed with spot cleaning. Do not over wet, and work with small amounts of solution, blotting frequently. Problems can result from excessive amounts of solutions. BLOT, DO NOT RUB OR BRUSH. Excessive rubbing may cause distortion of the fabric texture.

7 Always work from the outer edge of the spot or stain towards the centre. If a spot is smaller than a 10 cent coin better success will result by applying to cotton buds or a cotton ball. Have patience, some spots respond slowly.

8 If attempts to clean stubborn spots or stains are unsuccessful, call Guardsman within 5 days of the staining and attempted spot removal.

REMEMBER TO ALWAYS



Scoop or Scrape up: Gently scoop or scrape with a blunt edge of a spoon from the outside of a spill toward the centre.

Rinse: To remove all cleaning solution residue, it is important to extract by blotting with a cloth slightly moistened with clear water.

Blot up: Press straight down with a clean white towel (never rub, rubbing may distort the fabric texture).

Apply: Mixed solvents, detergents, enzymes, vinegar and water solutions should be applied to a clean white towel (not printed) and this towel should be used to dampen the fabric.

FABRIC SPOT REMOVAL PROCEDURES

Each number represents an entire cleaning procedure described on the next page.

If unsure of fabric content call your retailer for details.

FABRIC SPOT REMOVAL PROCEDURES – See Table on Next Page for further instructions

Procedure 1 - Dry Cleaning Solvent

A BLOT OR SCRAPE UP excess spill.
B Use a non-oily, non caustic type of solvent sold for spot removal on garments.
C Before cleaning, test the solvent on a hidden area of the fabric to make sure it won't discolour or damage the fabric or transfer colour to the cloth. Allow to dry.
D APPLY dry cleaning solvent to a clean white towel.
E APPLY moistened area of towel to the spot.
F BLOT the spot up. Blot dry, DO NOT RUB (rubbing may distort the fabric). Always use cleaners sparingly blending the edges of the spot to prevent 'ringing'. Several light cleanings are preferable to heavy cleanings.
G Repeat as needed. DO NOT SOAK.

Procedure 2 - Detergent

A BLOT OR SCRAPE UP excess spill.
B Mix one teaspoon of mild dishwashing detergent with 1 cup of warm water (NOT HOT WATER).
C Before cleaning, test the mixed detergent on a hidden area of the fabric to make sure it won't discolour or damage the fabric or transfer colour to the cloth. Allow to dry.
D APPLY mixed detergent to a clean white towel.
E APPLY moistened area of towel to the spot.
F BLOT the spot up. Blot dry, DO NOT RUB (rubbing may distort the fabric). Always use cleaners sparingly blending the edges of the spot to prevent 'ringing'. Several light cleanings are preferable to heavy cleanings.
G Repeat as needed. DO NOT SOAK.
H RINSE with clear water. DO NOT SOAK.
I BLOT DRY.

Procedure 3 - Laundry detergents with enzymes

A BLOT OR SCRAPE UP excess spill.
B Mix 1 teaspoonful of enzyme detergent, (laundry detergents) with 1 cup of warm water (NOT HOT WATER).
C Before cleaning, test the mixed enzyme cleaner on a hidden area of the fabric to make sure it won't discolour or damage the fabric or transfer colour to the cloth. Allow to dry.
D APPLY the mixed enzyme cleaner to a clean white towel.
E APPLY moistened area of towel to the spot.
F Allow the enzymes to remain on the spot for 15 minutes.
G BLOT the spot up. Blot dry, DO NOT RUB (rubbing may distort the fabric). Always use cleaners sparingly blending the edges of the spot to prevent 'ringing'. Several light cleanings are preferable to heavy cleanings.
H Repeat as needed. DO NOT SOAK.
I RINSE with clear water. DO NOT SOAK. BLOT DRY.

Procedure 4 - Vinegar

A BLOT OR SCRAPE UP excess spill.
B Mix one quarter cup of white vinegar with 1 cup of warm water (NOT HOT WATER).
C Before cleaning, test the mixed vinegar cleaner on a hidden area of the fabric to make sure it won't discolour or damage the fabric or transfer colour to the cloth. Allow to dry.
D APPLY mixed detergent to a clean white towel.
E APPLY moistened area of towel to the spot.
F BLOT the spot up. Blot dry, DO NOT RUB (rubbing may distort the fabric). Always use cleaners sparingly blending the edges of the spot to prevent 'ringing'. Several light cleanings are preferable to heavy cleanings.
G Repeat as needed. DO NOT SOAK.
H RINSE with clear water. DO NOT SOAK.

FABRIC SPOT REMOVAL PROCEDURES

TYPE OF SPILL	**PROCEDURES TO FOLLOW** Synthetic, Cotton Blends & Woollen Blends	**100% Cotton 100% Linen**
Unknown Spill*	**procedures** 1,2,3,4	1
Beer	**procedures** 2,4	1
Human Blood	**procedures** 2,3,4	1
Butter	**procedures** 1,2,3	1
Candy (Sugar)	**procedures** 2	1
Ketchup	**procedures** 2,3	1
Chocolate	**procedures** 1,2,3	1
Coffee/Tea	**procedures** 2,3,4	1
Cooking Oil	**procedures** 1,2,3	1
Fruit Juice	**procedures** 2,4,3	1
Gravy	**procedures** 2,4,3	1
Ice Cream	**procedures** 2,4,3	1
Jelly/Berries	**procedures** 2,4,3	1
Mayonnaise	**procedures** 2,4,3	1
Milk/Cream	**procedures** 2,4,3	1
Mixed Drinks	**procedures** 2,4	1
Mustard	**procedures** 2,4,3	1
Soft Drinks	**procedures** 2,4,3	1
Human Urine (wet)	**procedures** 2,4,3	1
Human Urine (dry)	**procedures** 2,3,4	1
Wine	**procedures** 2,4,3	1

NOTE: Substitution of products other than those recommended by Guardsman may void your product warranty.

For any additional information, contact Guardsman on

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

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.

织物
保养套件
含三年产品保修

请务必通读您的产品保修手册
及时向 Guardsman®报告任何索赔要求
将本手册与您的其他重要资料存放在一起

保修单号码

Guardsman 织物保养套件（含三年产品保修）（“Guardsman 产品保修”）
由 Guardsman Australia Pty Ltd 提供
澳大利亚公司号 ABN 34 079 889 900

恭喜您选择了 Guardsman 织物保养套件（含三年产品保修）。

本手册陈述了维护与保养您的新家具的有用信息和小贴士。

请确保尽早抽空阅读本手册。

使用 Guardsman 织物保养套件正确保养，您的新家具能够让您和您的家人愉快地使用多年。

您的 GUARDSMAN 织物保养套件包括：

1 x 织物 1 级清洁剂
1 x 织物 2 级深度清洁剂
1 x 织物除臭剂
1 x 布
1 x 3 年保修手册

GUARDSMAN 产品保修条款和条件

当您从家具零售商处购买新的软垫家具时，可同时选购 Guardsman 织物保养套件（产品”）。有了本手册所述的正确维护与保养，您将享受下列好处（受本手册所述的条款和条件限制）。

1 Guardsman 产品保修将帮助保护您的新家具，使之免受：
食物和饮料污渍的沾染
意外损坏，包括撕裂、撕毁和切割

前提是：

您是原始的购买人

家具位于新加坡和马来西亚

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）

您从家具店购得的家具没有污渍或损坏

符合以下条款和条件

2 三年之内，如果软垫家具的覆盖织物被弄脏，并且污渍无法按照本保修手册中所述的清洁方法去除，Guardsman 将安排一位专业技术人员免费清洁被弄脏的区域。

2(a) 您必须能够说明污渍的起因，以便技术员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专业清洁技师对该污渍清洁一次。

2(b) 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专业清洁技师对该污渍清洁一次。

3 如果您新家具的覆盖织物由于撕裂、撕开或切割而遭到损坏，Guardsman 将安排一位修理技师来修理这一意外损坏。

3(a) 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。

4 如果技术人员无法清洁或修理（如上面第 2 条和第 3 条所述）受影响的区域，那么 Guardsman 会安排将受影响的区域免费更换为原厂的覆盖织物。

4(a) 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 产品购买价格获得 Guardsman 的全额退款，并且保修将停止。

4(b) 如果原厂的覆盖织物有货，但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 产品购买价格获得 Guardsman 的全额退款，并且保修将停止。

5 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的家具的实际购买价格或 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 Guardsman 全权裁量决定），那么被更换的家具就变成了 Guardsman 的财产，而您的新家具将不会包括在本 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。

GUARDSMAN 产品保修排除条款

对于您新家具织物上面的下列污点或损坏，Guardsman 概不负责：

1 由覆盖织物或家具或制造工艺上的瑕疵而造成或引起的（包括缝线）；
2 家具交货前、交货时或者运输过程中对覆盖织物所造成的；
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、霉变或发霉、褪色或掉色，非不褪色覆盖织物，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 因人或动物（但前面所提到的除外）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、或因对覆盖织物的非正常使用所造成的；
6 因未能按照本手册或生产厂商所提供的保养指示预先测试织物所造成的；
7 来自于染料转移的污渍或损坏；
8 由于任何动物损害所造成的；
9 因食物或饮料以外的物质所造成的任何其他污渍所导致的。

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。

保修服务程序

根据 Guardsman 产品保修规定，您可通过以下三种方式获得保修服务。

致电 Guardsman 顾客服务免费热线：

新加坡8006 163 072
马来西亚1800 805 351

向 Guardsman 发送电子邮件：info@guardsmanaustralia.com

在官网上提出您的索赔请求：www.guardsmanaustralia.com

Guardsman 的顾客服务座席将需要某些信息以协助处理您询问的问题或受理您的索赔要求，所以当您致电时请将下列文件备好放在手边：

- 购买详情和软垫家具的描述
- Guardsman® 产品保修的购买证明
- 您的 Guardsman 产品保修的保修单号码
- 污渍或损坏的具体细节以及是如何发生的
- 您也将需要提供您的名字、地址和白天/夜间电话号码。

免责声明

任何情况下，Guardsman 产品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。Guardsman 产品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 Guardsman 产品保修所承保的任何产品的材料性质、工艺或性能的保证或承诺。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或隐含的任何条件或保修。

隐私政策

Guardsman Australia Pty Ltd 及其附属公司（简称“Guardsman“或”我们“）尊重您的隐私权。本政策概述了我们收集哪些个人身份信息，以及我们如何使用和披露此信息。本政策还介绍了与您的隐私相关的其他重要主题。

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；如需更多信息，请检查您的浏览器。Guardsman 的许多网站允许您在不接受 Cookie 的情况下即可访问，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。

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。

污渍去除的秘诀

任何溅溢、污渍或污斑，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，应立即采取行动以便轻松去除。

在一个小时之内污渍即有机会渗透和浸入织物。

到了第二天污渍就会凝固，那么要花大量的精力才能去除，何况还要使用大量清洁化学制品。

污渍去除的关键是立即行动！

保持您的家具织物清洁的最佳的方式是使用吸尘器清洁。干燥的尘土是您的新软垫家具的大敌。适当维护的最重要方面是经常（每周一次）使用吸尘器清洁和正确（使用狭缝吸头、织物吸头等）使用吸尘器清洁。

无论您是否进行了织物保护，织物会因衣服、鞋子、孩子、宠物、植物、身体油脂、头发的油脂和汗液而弄脏，来自于通风系统、壁炉、木材炉在空气中传播的尘土，以及烹饪油和家居尘土也会在您的家具织物上沉积。

如果不经常使用吸尘器清洁，日常的污迹将在您的家具织物的纤维之间沉淀，最终使您宝贵的织品失去光泽，变色并且受损。

专业清洁

大多数家具织物的美观和耐久性在很大程度上依靠它们的洁净度。这也是为什么大多数软垫家具厂商建议要每年至少进行一次专业清洁，具体根据家庭情况而定。经常使用吸尘器清洁将去除一般的污迹，延长家具织物的使用寿命，将其美观延续下去。

由于制造软垫家具使用了许多不同类型的构造、织物、编织以及染料，正确地清洁家具物需要有专业化的技能。

务必选择行业中有经验的、具有资格的专业家具织物清洁人员。

Guardsman 不会对您的家具织物应使用何种清洁方法作决定——清洁方法要由您的家具织物的成分决定。

织物污斑去除程序

在致电 Guardsman 顾客服务热线之前，您应该在污斑仍然新鲜时自己尝试去除。这些在家中操作的规程可助您去除大多数的污斑和溅溢。请切记这些污斑清洁规程仅用于污斑的清洁，不适用于整体的清洁。

请参阅本保养指南的“专业清洁”部分，了解整体清洁的信息。

要去除大多数的污斑和污渍，请遵循以下基本规则：

1 当溅溢污斑还很新鲜时，用一块干净、白色的吸水布吸干（不要揉擦）。

2 查看生产厂商的标签来鉴别织物的种类。(例如，50% 棉花， 30% 人造丝，20% 聚酯；并非法律标签上的垫子泡沫聚氨酯成分）。了解织物所含成分以及溅溢污斑的本质对于确定应该使用的清洁剂和清洁方法而言是很重要的。

3 查看生产厂商的清洁保养说明标签。当确定适当的清洁方法时，首先参见这个标签。参考本页背面的表格。始终先在一个隐蔽的区域测试清洁剂，再尝试清洁。

4 如果家具上没有标签，查看您的商店收据或询问您的家具零售商，了解织物的成分和厂商推荐的清洁方法。Guardsman 不会修改厂商所推荐的清洁方法。

5 在一个隐蔽的区域测试所有用于去除污斑的清洁剂。在织物的每种颜色上滴上几滴清洁剂。使用一块白色吸水布，将其用力按在织物的每种颜色上；按住 10-15秒。

检查吸水布，看染料从织物上的转移情况。如果颜色渗入了布中，则织物对于那种清洁剂就并非不褪色。等待织物完全干燥。如果测试的区域未完全干燥或造成织物面料任何其他的异常改变，请勿继续清洁。请致电 Guardsman 寻求协助——我们随时提供帮助！

6 一旦您测试了所有将使用的污斑清洁剂，就可以继续清洁污斑了。不要使织物面料过于潮湿，请使用少量清洁剂，频繁地吸干。过量地使用清洁剂可能会出问题。抹拭，不要揉擦，也不要用刷子刷。过度摩擦也许会导致织物纹理变形。

7 始终要从污斑或污渍的外边缘开始向中心清洁。如污斑小于澳元 10 角硬币大小，使用棉签或棉球效果会更好。要有耐心，有些污斑反应速度慢。

8 如果清洁顽固的污斑或污渍的尝试并不成功，在污渍出现并且尝试去除该污斑后的五天内致电 Guardsman。

始终切记

铲起或刮起：用勺子的钝边从溅溢污斑的外侧向中心轻轻铲起或刮起。

冲洗：要清除所有残留的清洁剂，重要的是用略微蘸有清水的布吸干。

吸干：用干净的白毛巾直接向下按（请勿揉擦，揉擦可能会扭曲织物纹理）。

敷涂：将溶剂、洗涤剂、酶类、醋和水混合，敷涂在干净的白毛巾上（不带任何花纹或字样），然后用这块毛巾来润湿织物。

织物污斑去除程序
每个数字代表下一页所描述的一整套清洁程序。
如果不能肯定织物面料的成分，请致电您的零售商获取详情。

织物污斑去除程序 - 参见下一页表格中的详细说明
程序 1 – 干洗溶剂
A 吸干或刮起多余的溅溢污斑。
B 去除服装上的污斑时，应使用市售的非油性、非腐蚀性的溶剂。
C 清洁之前，在织物的隐蔽区域测试该溶剂以确保它不会使织物褪色、损坏或将颜色转移到抹拭用的布上面。等待变干。
D 在一块干净的白毛巾上敷涂干洗溶剂。
E 将毛巾湿润的区域敷盖到污斑上。
F 将污斑吸干。吸干，请勿揉擦（摩擦可能使织物变形）。始终少量使用清洁剂，试着融合污斑的边缘，以避免形成一圈圈印迹。几次轻微的清洁要好过度的清洁。
G 如有需要，重复以上步骤。请勿浸泡。

程序 2 – 洗涤剂
A 吸干或刮起多余的溅溢污斑。
B 将一茶匙温和的餐具洗涤剂与一杯温水混合（不要用热水）。
C 清洁之前，在织物的隐蔽区域测试该混合洗涤剂，确保它不会使织物褪色、损坏或将颜色转移到抹拭用的布上面。等待变干。
D 在一块干净的白毛巾上敷涂混合的洗涤剂。
E 将毛巾湿润的区域敷盖到污斑上。
F 将污斑吸干。吸干，请勿揉擦（摩擦可能使织物变形）。始终少量使用清洁剂，试着融合污斑的边缘，以避免形成一圈圈印迹。几次轻微的清洁要好过度的清洁。
G 如有需要，重复以上步骤。请勿浸泡。
H 用清水冲洗。请勿浸泡。
I 吸干。

程序 3 – 加酶的洗衣液
A 吸干或刮起多余的溅溢污斑。
B 将一茶匙含酶洗涤剂（洗衣液）与一杯温水混合（不要用热水）。
C 清洁之前，在织物的隐蔽区域测试该含酶清洁剂，确保它不会使织物褪色、损坏或将颜色转移到抹拭用的布上面。等待变干。
D 在一块干净的白毛巾上敷涂混合的含酶清洁剂。
E 将毛巾湿润的区域敷盖到污斑上。
F 让酶在污斑上停留 15 分钟。
G 将污斑吸干。吸干，请勿揉擦（摩擦可能使织物变形）。始终少量使用清洁剂，试着融合污斑的边缘，以避免形成一圈圈印迹。几次轻微的清洁要好过度的清洁。
H 如有需要，重复以上步骤。请勿浸泡。
I 用清水冲洗。请勿浸泡。吸干。

程序 4 – 醋
A 吸干或刮起多余的溅溢污斑。
B 将四分之一杯白醋与一杯温水混合（不要用热水）。
C 清洁之前，在织物的隐蔽区域测试该醋混合清洁剂，确保它不会使织物褪色、损坏或将颜色转移到抹拭用的布上面。等待变干。
D 在一块干净的白毛巾上敷涂混合的洗涤剂。
E 将毛巾湿润的区域敷盖到污斑上。
F 将污斑吸干。吸干，请勿揉擦（摩擦可能使织物变形）。始终少量使用清洁剂，试着融合污斑的边缘，以避免形成一圈圈印迹。几次轻微的清洁要好过度的清洁。
G 如有需要，重复以上步骤。请勿浸泡。
H 用清水冲洗。请勿浸泡。
I 吸干。

织物污斑去除程序

溅溢污斑类型	要遵照的程序合成纤维、棉混纺、羊毛混纺	100% 棉 100% 亚麻
未知溅溢*	程序 1、2、3、4	1
啤酒	程序 2、4	1
人血	程序 2、3、4	1
黄油	程序 1、2、3	1
糖果（糖）	程序 2	1
蕃茄酱	程序 2、3	1
巧克力	程序 1、2、3	1
咖啡/茶	程序 2、3、4	1
食用油	程序 1、2、3	1
果汁	程序 2、4、3	1
肉汁	程序 2、4、3	1
冰淇淋	程序 2、4、3	1
果冻/浆果	程序 2、4、3	1
蛋黄酱	程序 2、4、3	1
牛奶/奶油	程序 2、4、3	1
混合饮料	程序 2、4	1
芥末	程序 2、4、3	1
软饮料	程序 2、4、3	1
人尿（湿）	程序 2、4、3	1
人尿（干）	程序 2、3、4	1
葡萄酒	程序 2、4、3	1

注：使用 Guardsman 所推荐的产品以外的替代产品可能会导致您的保修失效。

如需进一步的信息，请致电以下号码联系 Guardsman
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马来西亚 1800 805 351

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