GUARDSMAN®
Excellence in Furniture Care Since 1915

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

Thank you for choosing the Guardsman® Leather Care Kit including 3 Year Product Warranty, to protect and maintain the new leather furniture that you have purchased.

With the right care, using the Guardsman® Leather Care Kit including 3 Year Product Warranty, your new leather furniture should give you and your family years of enjoyable use.

The Guardsman® Leather Care Kit contains approved quality cleaning and protection products that are environmentally friendly.

Subject to the following conditions and exclusions, The Guardsman 3 Year Product Warranty ("Warranty") is as follows in respect of the Guardsman Leather Care Kit (the "Kit").

BENEFIT STATEMENTS AND GUARDSMAN LEATHER CARE KIT WARRANTY TERMS AND CONDITIONS

1. The Guardsman Leather Care Kit (the 'Kit') includes Leather Cleaner, Leather Protector, Cleaning Cloth, Ink Removers, Guardsman 3 Year Product Warranty.

1a. The Kit including 3 Year Product Warranty is available when you purchase your new leather furniture from your furniture retailer.

1b. The furniture must be cared for and maintained during the 3 Year Warranty period in accordance with the care and cleaning instructions set out on the packaging and the bottles of the Guardsman Leather Cleaner and Guardsman Leather Protector. Correct and regular use will maintain the quality of your new valuable leather investment, as well as retain its beauty and appearance. It will also help professional technicians to remove a stain or repair a damaged area.

1c. The use of any leather cleaner or protector on the furniture other than the Guardsman Leather Cleaner and Guardsman Leather Protector may void this Warranty.

1d. The Kit is not suitable for Nubuck, Suede and other unfinished leathers and should not be used on those types of leather.

2. The Guardsman Leather Care Kit will help protect your leather furniture against:

- FOOD and BEVERAGE STAINS
- ACCIDENTAL RIPS, TEARS AND CUTS.
- INK STAINS

3. If you, as the original purchaser, use the products in the Kit to protect, clean and care for your new leather furniture, Guardsman warrants that it will clean, repair or replace any area of the leather on the furniture that is damaged within 3 years of the date the furniture is received by you.

3a. The new leather furniture must be delivered to you in a clean (soil free) and undamaged state. The Guardsman Leather Protector should be applied to the furniture when you receive it, in accordance with the instructions for use set out in or on the product packaging prior to use of the furniture.

3b. The furniture may only be used in the home for private and domestic purposes in Singapore or Malaysia (does not apply to commercial purposes such as hotels, rental properties, boarding houses etc).

3c. Promptly attend to any stain or other damage to the leather in accordance with the leather care and cleaning instructions. You may also contact Guardsman's Customer Service for cleaning advice.

3d. 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 remove.) 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 for a particular stain is limited to 1 professional cleaning of the stain.

4. If you cannot remove a stain or the leather is otherwise damaged, Guardsman will arrange for a leather care 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 leather care technician be unable to remove the stain or repair the damaged area Guardsman will arrange for the stained or damaged area of leather to be replaced at no cost to you. Even when a replacement of an affected area is undertaken your Warranty will remain valid for the remaining term of the Warranty.

4a. 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 to replace the damaged area. Guardsman cannot guarantee an exact colour match due to variations in dye lots.

5. In all cases Guardsman's liability under this Warranty will be limited to an amount equal to the actual purchase price of the furniture at which point Guardsman's obligation under this Warranty is deemed to be complete. If a total replacement of the furniture is undertaken by Guardsman (at the sole discretion of Guardsman), for whatever reason, the replaced furniture becomes the property of Guardsman and the new furniture will not be covered under this Warranty. In those circumstances this Warranty will cease.

WARRANTY EXCLUSIONS

Guardsman is not responsible for damage to the leather:

1. caused by, or arising from, an inherent defect in the leather or the furniture or the manufacturing process (including stitching);

2. caused to the leather prior to or on delivery or during shipment of the furniture or before the application of the Guardsman Leather Protector;

3. caused by normal wear and tear, including cracking and peeling, soiling from accumulated perspiration, body or hair oils, fading or colour loss, or resulting in an odour being impregnated in, or emanating from the leather;

4. in respect of which a claim may be made against an insurance company or against the manufacturer and/or supplier of the furniture;

5. caused by mishandling, abuse, neglect, or a malicious or deliberate act, whether by human or animal (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 furniture;

6. resulting from a failure to pre-test the leather with the leather care products in the Kit in accordance with the Warranty conditions;

7. from dye transfer from furniture accessories, rugs and clothing;

8. animal damage;

9. burns.

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 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.

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.

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:	02 8867 3333
Email:	privacy@guardsmanaustralia.com
Post:	Level 4, 2 Burbank Place, Norwest Business Park
	Baulkham Hills NSW 2153

OTHER IMPORTANT INFORMATION

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

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

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

丽利三年质量保修条款适用于您从 Furniture Store 店（以下简称）购买的如下产品：

- 多套 – 含4-7人座
- 单套 – 含2-3人座
- 单个 –含1人座

Guardsman 皮革护理套装（以下简称 GLCK）享受丽利三年品质保证（以下简称质保）

感谢您选择享受丽利三年质保的 GLCK 产品来护理您从 Furniture Store 购买的皮革家具。

正确使用享受丽利三年质保的 GLCK 产品来护理您的皮革家具，将带给您和您的家人多年超值享受。

GLCK 含有高质量的清洁和保护剂，这些产品已得到行业批准且环保。

关于 GLCK 的质保，丽利 3 年质保期受限于下列条款和免除

受益声明和 GLCK 质保条款

1. GLCK 包括皮革保护/增强剂和皮革清洁/护理剂，墨迹去除剂和清洁布，质保书。

1a. 一旦您从 furniture store 购买新的皮革家具，
您即可获得享受丽利三年质保的 GLCK。

1b. 在三年质保期内，您必须根据包装上所注明的清洁和护理说明，以及 Guardsman 皮革保护/增强剂和 Guardsman 皮革清洁/护理剂瓶身的指示来护理和保养您的家具。经常对您的家具进行正确的保养和护理，将使您的家具历久弥新；同时，也有利于专业人员清洁污染和修复受损区域。

1c. 如果您的家具不是用Guardsman的皮革保护/增强剂和Guardsman的皮革清洁/护理剂，而是用别的清洁剂或保护剂，那么质保条款无效。

1d. GLCK不适用于清光革，小山羊皮和其它半成革。

2. GLCK可以帮助您的皮革预防：

- 所有食物和饮料导致的污染
- 偶然受损—撕缝，裂缝，割缝

3. 如果您作为最初购买者使用GLCK 产品来保护，清洁和护理您的新皮革家具，丽利保证在您收到家具起的三年内对皮革家具受损部分进行清洁，修复或替换。

3a. 确保您所购买的新家具是干净的（未污染的）和完好的（未受损）。在您使用家具之前，请按照Guardsman GLCK的使用说明书或外包装上的应用指南先上一道皮革保护剂。

3b. 家具仅限于在新加坡中马来西亚私人场所或家庭或室内使用。

3c. 一旦污染或破坏发生，请立即按照说明书使用皮革护理清洁剂。您也可以致电丽利客服寻求清洁建议。

3d. 本质保条款中，皮革一旦发生不可清除的污染或破坏，请务必于五天内通知丽利客服。

(立即知会是必须的，因为问题拖延时间越长越难清除。)您必须能够识别污染原因。如果您不能告知污染原因，那么本质保条款中丽利的责任仅限于指一次专业清除污染。

4. 在三年质保期内，如果您的皮革有污染无法清除或受损，丽利将安排一名皮革护理专家上门为您免费清除污染或修复破损。如果这名专业人员仍然对污染或破坏无能为力，丽利将免费为您更换污染或受损区域。即使更换受污或受损区域后，在剩下的质保期内，质保条款仍然有效。

4a. 如果污染或破损不能清除或修复，丽利将尽力获得原革或与原革类似的皮革来替换受损区域。因为染料批次的不同，丽利不能保证颜色精确匹配。

5. 在任何情况下，丽利质保书对您最大的责任就是赔偿与家具购买价相等的金额。丽利质保书中这一点是视为全面的且是客户满意的。如果对您的新家具进行彻底更换（仅限于丽利的判断），无论何种原因，更换家具将被视作丽利财产，并且您的新家具不再享受质保条款。在这种情况下，质保条款将被终止。

质保条款免除

丽利对如下皮革受损情况不承担责任。

1. 由皮革或家具或生厂过程本身的缺陷而引起的

2. 皮革家具交货前或运输过程中发生的

3. 正常磨损引起的，包括汗渍着色，体油或发油着色，褪色或掉色，内材气味或皮革本身发出的气味

4. 关于向保险公司或生产厂商或家具供应商的索赔

5. 胡乱操作，滥用，疏忽，人或动物或其它机构的恶意或故意行为（已有注明的除外），阳光直射（褪色），暴风雨，闪电，火灾，洪水，爆炸，地震，空难或其它车祸，或家具的不正确使用。

6. 根据本手册提供的护理说明书或厂商的操作说明书进行预测试失败而引起的

7. 由于家具饰品，地毯或衣服掉色而引起的

质保服务程序

您有 3 种途径获得丽利质保服务.

1. 致电丽利服务中心，免费电话 **8006 163 072** （新加坡）
   1800 805 351 （马来西亚）
2. 传真至丽利服务中心，免费号码 **+61 2 8867 3352**
3. 在线递交索赔服务 www.guardsmanaustralia.com

丽利客服需要比较详细的资料以协助您的要求或处理您的索培，因此在您致电之前请您准备好如下资料：

- 购买清单，包括产品描述
- 从 Furniture Store 购买 GLCK 的证据
- Guardsman 产品质保编号
- 破坏详情和发生过程

还需提供您的姓名，地址和电话（日间/晚间）

隐私原则

我们尊重客户隐私，根据国家隐私法条款保护您的个人资料。我们收集，使用和发布您的个人资讯是为了管理和服务客户。如果您想了解更多详情或想要了解我们所收集到的您的个人资讯，请致电丽利客服。享受丽利三年质保的 GLCK 产品由丽利工业（澳大利亚）提供。ABN 34 079 889 900

免责申明

任何因使用或无能力使用本产品的情况下,Guardsman产品质保都不延伸至直接，间接或偶然的人身伤害或财产损失。Guardsman 产品质保不包括属于制造厂商召回或补偿程序所涵盖的产品缺陷。Guardsman 产品质保不是对某种产品的原料、生产工艺或产品性能的担保或承诺。Guardsman产品质保不排除也不限于任何在新加坡或马来西亚的消费者立法执行中所强制规定的或暗含的情况或质保。



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Excellence in Furniture Care Since 1915

GUARDSMAN LEATHER CARE KIT INCLUDING 3 YEAR PRODUCT WARRANTY

Supplied by Guardsman Australia Pty Ltd
ABN 34 079 889 900
Guardsman is a registered trademark of Valspar®

13 Columbia Way
Norwest Business Park
Baulkham Hills, NSW 2153, Australia

Tel: +61 2 8867 3333
info@guardsmanaustralia.com
guardsmanaustralia.com