



PROTECT IT  
NOW

LOVE IT  
LONGER



**GUARDSMAN**<sup>®</sup>  
Excellence in Furniture Care Since 1915

SUCCESS BOOK



# CONTENTS

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**FURNISH FEARLESSLY™**

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## 5 REASONS YOU CAN FURNISH FEARLESSLY



- 1 100 YEARS OF FURNITURE CARE.**  
A century ago, Guardsman® worked with furniture makers to formulate furniture care products that provided a much-needed “higher level of care.” Today, we still offer these products, but we also offer our expertise in the form of Furniture Product Warranties for new furniture buyers. These product warranties promise hands-on care and repair for included furniture, right from the moment it’s delivered, and right in the comfort and convenience of your home. When accidents happen (as accidents will) you can rest easy knowing that, if the included problem is fixable, it will be fixed to the highest standard. What a relief!
- 2 HOUSE CALLS. LOTS & LOTS OF HOUSE CALLS.**  
Each week, Guardsman sends its furniture technicians out on thousands of service calls to return covered furniture to beautiful working order. Depending on product warranty coverage, they might remove stains, mend rips and tears, finishes, usually in a single visit. That’s a lot of experience.
- 3 THIS STORE RECOMMENDS GUARDSMAN FURNITURE PRODUCT WARRANTIES.**  
Guardsman has earned the trust of many fine furniture retailers worldwide, who offer Guardsman – and only Guardsman – Furniture Product Warranties.
- 4 TOP-NOTCH CUSTOMER SERVICE.**  
Guardsman Furniture Product Warranties are administered by our Australia-based customer service centre and staffed by professionals dedicated to providing you a world-class experience.
- 5 WHAT WE CAN DO WILL AMAZE YOU.**  
When it comes to accidental stains and damage, we’ve seen it all ... and fixed it all. Widely regarded as best-in-class, our technicians bring vast amounts of training and experience to your home – along with specialised and professional-grade products and tools. They achieve the finest possible results.

In the end, this is why Guardsman is the world’s largest provider of Furniture Product Warranties.



# FABRIC FURNITURE

“Spilt wine ... gone in seconds! I have had Guardsman out more than I would like to admit with new baby, toddler, and clumsy adults! So worth it.”

Kristan BELLA VISTA, NSW

## CHOCOLATE





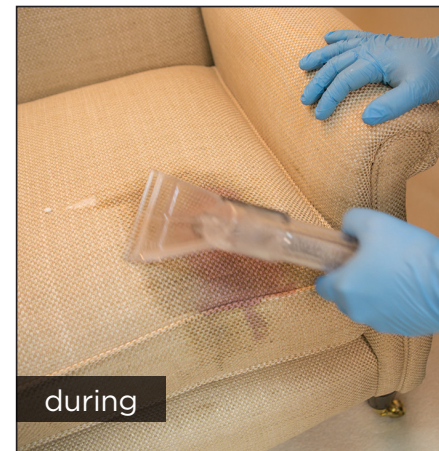
# we can

REMOVE stains

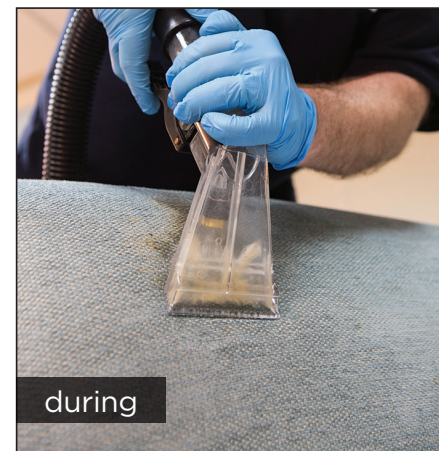
REPAIR accidental damage

RESTITCH damaged seams

## RED WINE



## COFFEE



\* Coverages vary. See back cover for details.

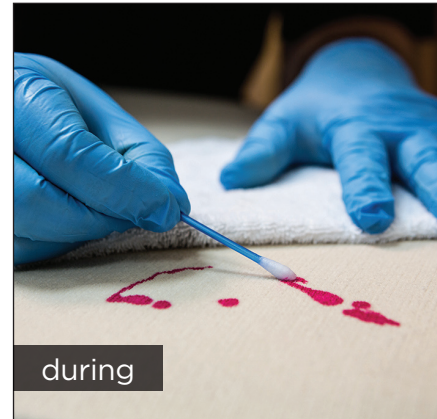


# FABRIC FURNITURE

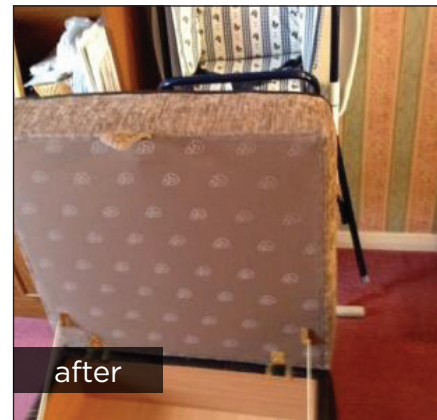
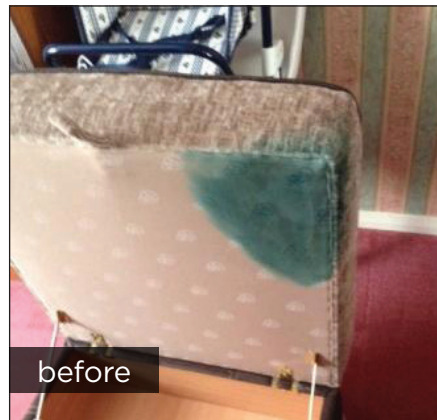
## STITCHING



## NAIL POLISH



## INK





# COVERAGE

Your fabric warranty will cover you for...

## ACCIDENTAL STAINING CAUSED BY...

Dye transfer from jeans or newspaper	✓
Food, such as curry and pizza	✓
Drinks, such as red wine and coffee	✓
Ink	✓
Make-up	✓
Shampoo	✓
Wax, such as hair, candle and polish	✓
Glue	✓
Paint, tar and oil	✓
Bleach	✓
Acids and corrosives	✓
Human and pet bodily fluids, such as blood and vomit	✓

## ACCIDENTAL DAMAGE RESULTING IN...

Cuts	✓
Tears	✓
Burns	✓
Rips - e.g. caused by keys, belt buckles and metal buttons	✓

All of the above examples of damage can be repaired by a Guardsman technician. If we cannot repair we will replace the damaged item.

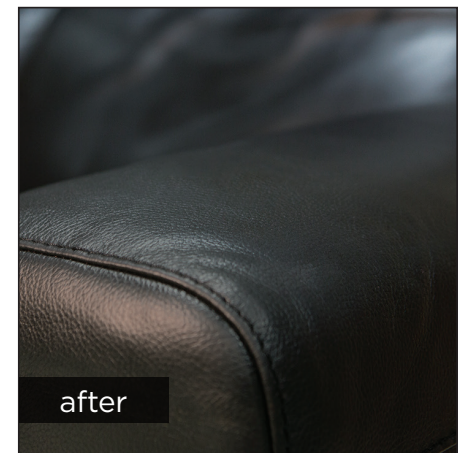


# LEATHER FURNITURE

“ These guys were magicians! Unbelievable how they can repair leather so effectively.”

Heather WAVERLY, VIC

## BURN





# we can

**MEND** rips, tears & punctures

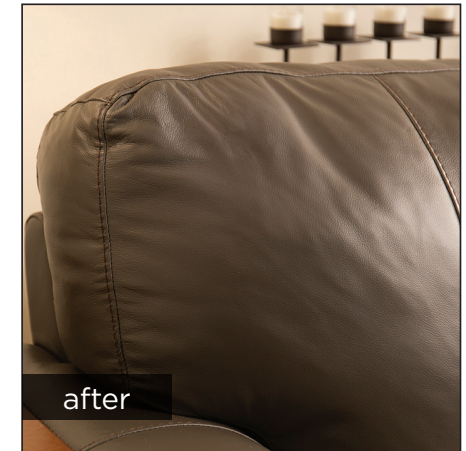
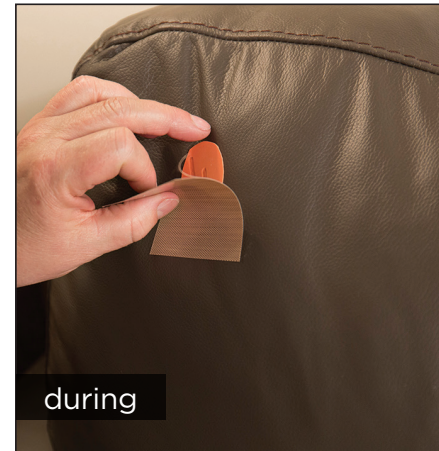
**UNDO** burn marks

**COLOUR-MATCH** repaired areas

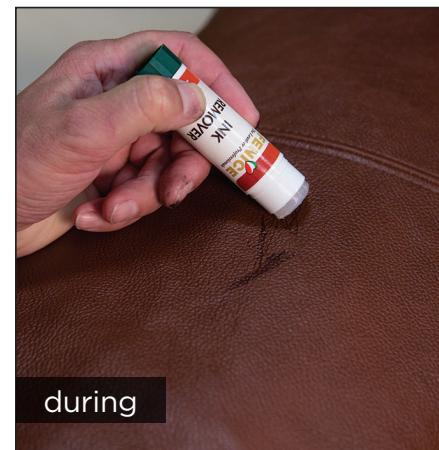
**ERASE** pen ink

**SPOT-CLEAN** stains

## RIP



## INK



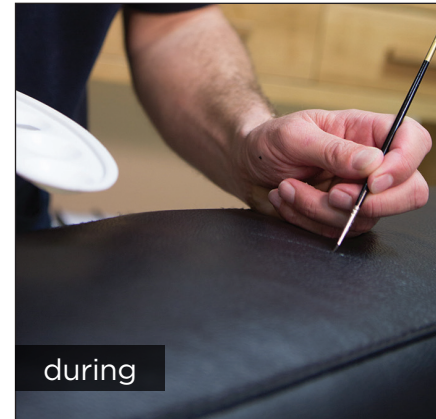
\* Coverages vary. See back cover for details.

# LEATHER FURNITURE

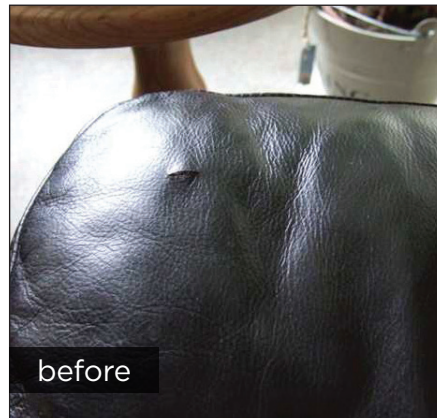
## SCUFF



## SCRATCH



## CUT





# COVERAGE

Your leather warranty will cover you for...

## ACCIDENTAL STAINING CAUSED BY...

Dye transfer from jeans or newspaper	✓
Food, such as curry and pizza	✓
Drinks, such as red wine and coffee	✓
Ink	✓
Make-up	✓
Shampoo	✓
Wax, such as hair, candle and polish	✓
Glue	✓
Paint, tar and oil	✓
Bleach	✓
Acids and corrosives	✓
Human and pet bodily fluids, such as blood and vomit	✓

## ACCIDENTAL DAMAGE RESULTING IN...

Cuts	✓
Tears	✓
Burns	✓
Rips - e.g. caused by keys, belt buckles and metal buttons	✓
Scratches - e.g. caused by jewellery	✓

All of the above examples of damage can be repaired by a Guardsman technician. If we cannot repair we will replace the damaged item.



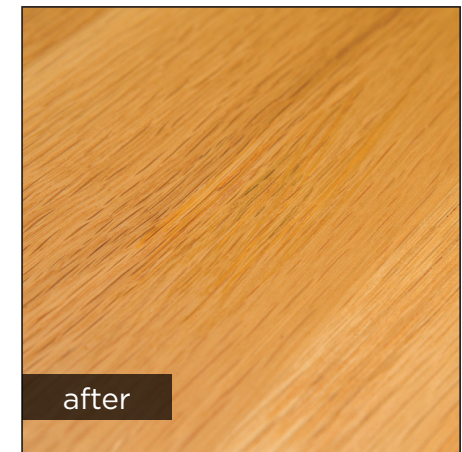
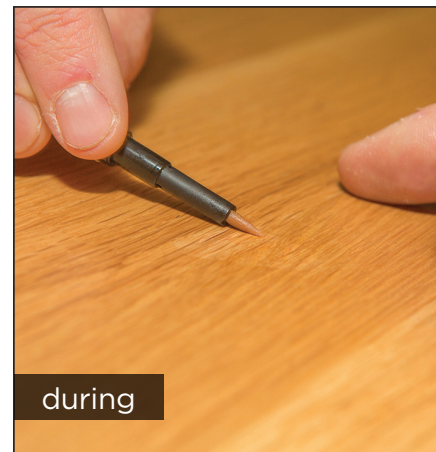
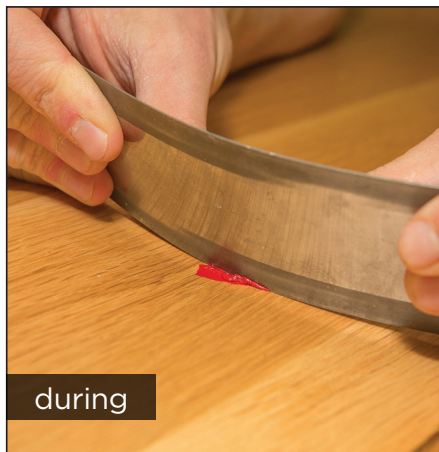
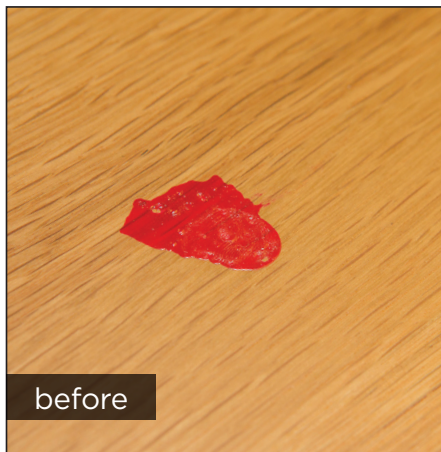
# WOOD FURNITURE



“ We purchased the Guardsman Warranty because we have a 2-year old. Instead of our kid racking up a flaw to our new coffee table, it was I who was the culprit with nail polish. The technician came out and fixed the table in less than 10 minutes. They were right on time and super speedy. Just like that, our table was back to being top notch and good looking.”

Alicia TOOWOOMBA, QLD

## NAIL POLISH





# we can

FILL scratches & gouges

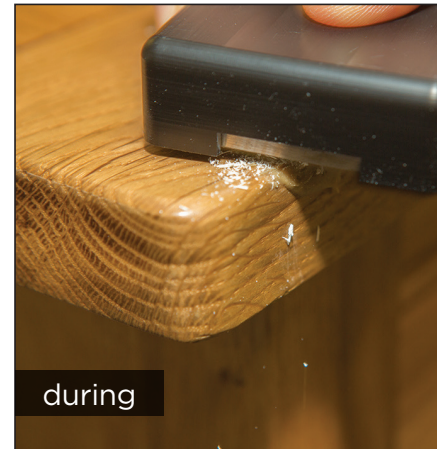
UNDO burns & watermarks

ERASE stains

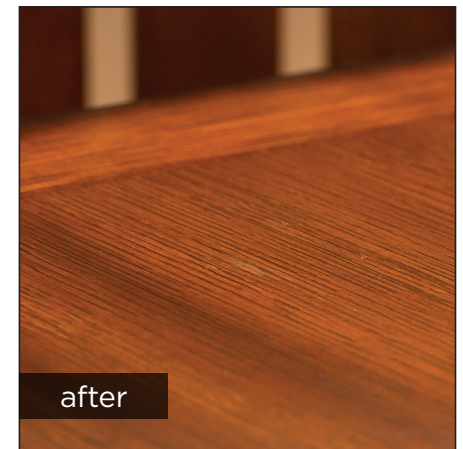
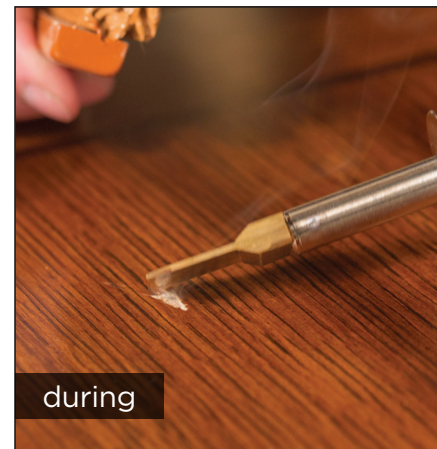
RESTORE finish

RECREATE wood grain

## GOUGE



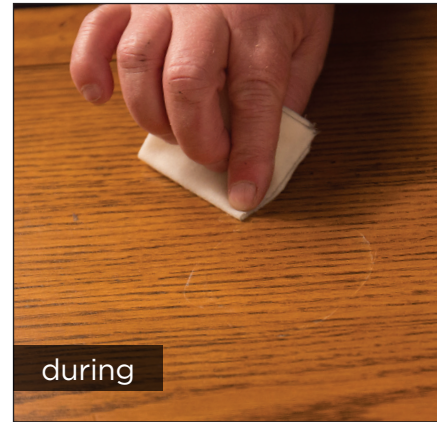
## CHIP



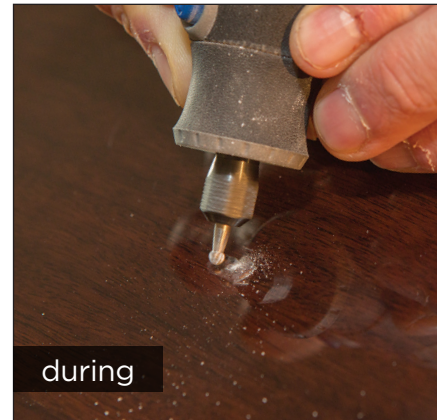
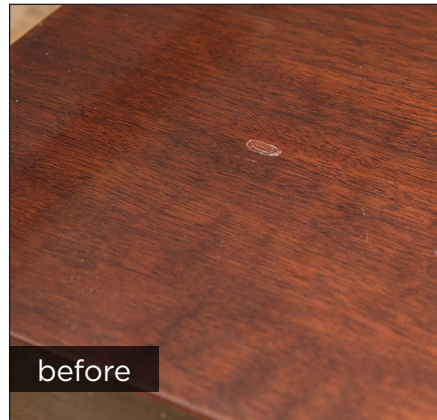
\* Coverages vary. See back cover for details.

# WOOD FURNITURE

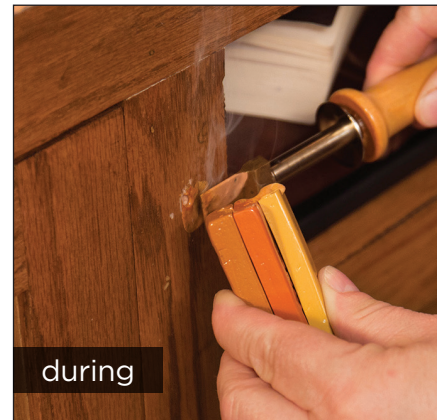
## WATER MARK



## DENT



## GOUGE





# COVERAGE

Your wood warranty will cover you for...

## ACCIDENTAL STAINING CAUSED BY...

Dye transfer from jeans or newspaper	✓
Food, such as curry and pizza	✓
Drinks, such as red wine and coffee	✓
Ring marks	✓
Ink	✓
Make-up	✓
Shampoo	✓
Wax, such as hair, candle and polish	✓
Glue	✓
Paint, tar and oil	✓
Bleach	✓
Acids and corrosives	✓
Human and pet bodily fluids, such as blood and vomit	✓

## ACCIDENTAL DAMAGE RESULTING IN...

Dents	✓
Chips	✓
Scratches	✓
Gouges	✓
Burns	✓

All of the above examples of damage can be repaired by a Guardsman technician. If we cannot repair we will replace the damaged item.

# MATTRESS

“When my son had a bedtime accident and we couldn't clean the mattress protector, Guardsman replaced it straight away!”

Gaby ADELAIDE, SA

## COFFEE





# we can

PROTECT against spills

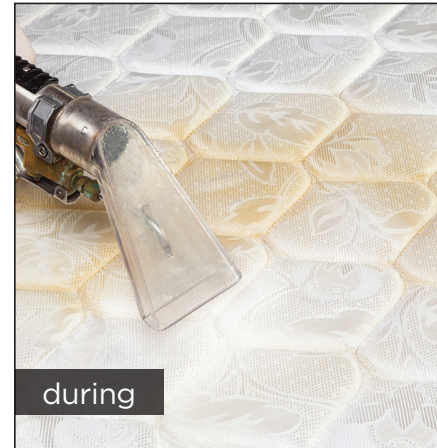
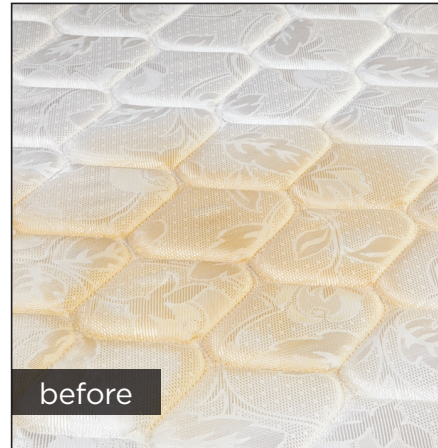
CLEAN bedtime accidents

REPAIR rips & tears

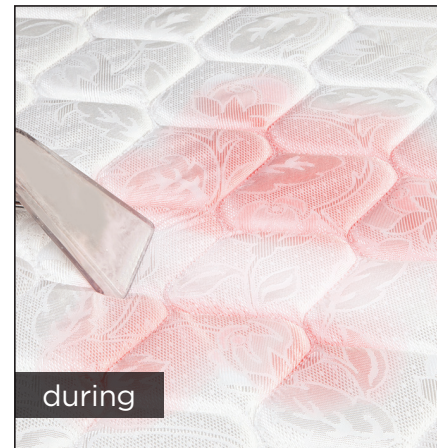
“ The Guardsman mattress warranty has been perfect for us. When our mattress was accidentally damaged they came and fixed it, easy! ”

Ben ARNDELL PARK, NSW

## JUICE



## RED WINE



\* Coverages vary. See back cover for details.

# MATTRESS COVERAGE

Your mattress warranty will cover you for...

## ACCIDENTAL STAINING CAUSED BY...

Dye (incl. indelible ink and turmeric)	✓
Food, such as curry and pizza	✓
Drinks, such as red wine and coffee	✓
Ink	✓
Make-up	✓
Shampoo	✓
Wax, such as hair, candle and polish	✓
Glue	✓
Paint, tar and oil	✓
Bathroom soaps	✓
Bleach	✓
Acid bleach	✓
Human and pet bodily fluids, such as blood and vomit	✓

## ACCIDENTAL DAMAGE RESULTING IN...

Cuts	✓
Tears	✓
Burns	✓
Rips - e.g. caused by metal buttons	✓

All of the above examples of damage can be repaired by a Guardsman technician. If we cannot repair we will replace the damaged item.



# WHAT PEOPLE THINK OF US

Don't take our word for it, take a look at what people have said about our service...

“The technician was extremely polite and helpful and carried out the removal of stain very efficiently. Very impressed with how quickly and easily the matter was dealt with.”

FABRIC

“I am extremely pleased with the results, the repair is so good you cannot see where it was damaged. Your representative has done a superb repair.”

LEATHER

“The repair man was a true artist in his work and did a fantastic job. He was also a good communicator and kept us informed of what he was doing.”

WOOD

“My elderly father suffers incontinence. He sleeps so much more comfortably now he's using the Guardsman mattress protector.”

MATTRESS





**GUARDSMAN®**  
Excellence in Furniture Care Since 1915

**Guardsman Australia Pty Ltd**  
Guardsman is a registered  
trademark of Valspar®

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\*Stains and damage shown in this document represent the kinds of coverage offered by various Guardsman Furniture Product Warranties. Coverages vary by the type of Product Warranty sold by your furniture retailer. Your retailer has a complete set of terms and conditions, including coverages, limitations, and exclusions, available for review. Ask your sales associate to review a sample of the Product Warranty before purchasing.