

# 1 PLAN FULL REPLACEMENT

## FIVE YEAR WARRANTY CERTIFICATE For residential use only

Warranty offered exclusively by Guardian Protection Products, Inc.

C1PH

# SAMPLE

Warranty Services: 1-800-527-8485  
Please have your store invoice number available to identify your warranty when filing a claim

### PLEASE READ CAREFULLY

This is not a warranty of the retail establishment from which you purchased your furniture protection product. **Coverage is limited to invoices no greater than \$20,000.** Warranty coverage is limited to North America. All warranty claims must be submitted to Guardian Protection Products, Inc. This Protection Plan is not a cleaning or maintenance contract, insurance policy, or original manufacturer's

warranty. This plan is only valid for new furniture that was purchased at the same time as this Protection Plan, and appears on the sales receipt as such.

### GENERAL TERMS AND CONDITIONS OF THIS LIMITED WARRANTY

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This warranty, issued by Guardian Protection Products, Inc., hereinafter referred to as "Guardian" applies to the original owner of the new furniture item(s) purchased with this warranty and listed on the invoice, hereinafter referred to as "Customer". Guardian warrants the furniture purchased with this warranty, and will service the item(s) as outlined below, within five (5) years from the date of delivery.

#### COVERAGE FOR FABRIC UPHOLSTERED FURNITURE:

1. Accidental stains caused by any food or beverage normally consumed by humans, human or pet bodily fluids, grass, grease, ballpoint pen ink, iodine, nail polish, cosmetics, lipstick, crayon, and shoe polish.
2. Mold or mildew stains caused from any food or beverage normally consumed by humans.
3. Accidental damage from rips, cuts, burns, and punctures.

#### COVERAGE FOR LEATHER OR VINYL UPHOLSTERED FURNITURE:

1. Accidental stains caused by any food or beverage normally consumed by humans, human or pet bodily fluids, grass, grease, ballpoint pen ink, nail polish, cosmetics, lipstick, and crayon.
2. Mold or mildew stains caused from any food or beverage normally consumed by humans.
3. Accidental damage from rips, cuts, burns, and punctures.

#### COVERAGE FOR CLEAR-COATED, LACQUERED WOOD OR HARD SURFACE FURNITURE:

1. Accidental stains caused by any food or beverage normally consumed by humans.
2. Mold or mildew stains caused from any food or beverage normally consumed by humans.
3. Accidental breakage of the wood frame or structure or other hard surface from a single incident.
4. Accidental gouge, heat mark, or liquid ring from a single incident.
5. Accidental breakage of glass or mirror components.

### TO QUALIFY FOR THIS LIMITED WARRANTY, THE CUSTOMER MUST:

1. Have their newly purchased furniture picked up or delivered stain, damage, and soil-free from the authorized dealer.
2. **Report all warranty claims to Guardian within 30 days of noticing the accidental staining or damage.**
3. Clean the stained areas only as directed by the reverse side of this card. Do not attempt to clean a stain with any unauthorized chemicals as this could cause damage that is not covered by this warranty and could void any future warranty claim.

Warranty registration should be completed by the store at the time of furniture and warranty plan purchase. Incomplete registration will be directed back to the retailer to confirm eligibility to file a claim.

Cleaning, repair, or replacement of furniture MUST be first authorized by Guardian and MUST have a Guardian authorization number before any service or replacement is initiated. The Customer must relinquish the replaced item to an authorized Guardian representative.

**NOTE:** The Customer should reasonably cooperate with Guardian in its efforts to perform its obligations under this warranty. Failure to comply with the provisions in this warranty may void any claim. Guardian has the right to void a claim should the customer refuse our attempts to repair or service.

### GUARDIAN WILL BE RESPONSIBLE ONLY FOR SERVICING THE WARRANTED STAINED OR DAMAGED AREA OF THE FURNITURE AS FOLLOWS:

1. Providing the Customer with a toll-free number to file claims for warranted stains or damages.
2. If the warranted stain persists, Guardian will provide a cleaning kit or have the warranted stained or damaged area serviced by a professional technician at no charge to the Customer. Professional cleaning or servicing is limited to the warranted stained or damaged area only.
3. If the technician cannot remove the warranted stain or repair the item(s), Guardian may replace the affected area. If the affected area(s) cannot be replaced, the Customer can select a new replacement piece equal in value to the original purchase price from the retailer from whom this warranty was purchased. This value excludes all taxes, delivery/shipping fees or warranty purchase price paid on the original invoice.

**NOTE:** Replacement is limited to the retail store where the warranty was purchased. If the customer moves outside of the delivery area of the retail location of purchase, the customer can choose to pay all applicable shipping/delivery costs associated with the warranty claim or choose to have the warranty purchase price refunded. This option is dependent upon the retailer and the availability of services that may vary from location to location.

**NOTE:** If the retailer from whom this warranty was purchased is no longer in business, in the case of a warranted claim, the warranty becomes service only. If the item(s) cannot be serviced, Guardian's liability will be limited to a refund of the purchase price of this warranty protection plan. Once a refund has been issued for any item, all terms and conditions of the warranty will be fulfilled and all future claims will be void.

Guardian is not responsible for fabric or leather dye lot variations, wood finish variations, or manufacturer's discontinuation. Repair or replacement is limited to the affected item(s) only. Replacement of any item covered by this warranty fulfills all terms and conditions of warranty coverage for that item. Additional warranty coverage may be purchased for the replaced item(s) from the retailer from whom this warranty was purchased. All replaced item(s) become the property of Guardian. In an event of a warranted claim, the Customer may be given the option of a full refund of their Guardian Protection Program purchase in lieu of cleaning, repair or replacement, should the Customer decide to keep the original furniture in its present condition.

### FOR THE PURPOSES OF THIS WARRANTY COVERAGE, THE FOLLOWING DEFINITIONS APPLY:

1. Soiling is defined as a gradual buildup of dirt, dust, body oils, perspiration, or any other accumulated stains, which cannot be attributed to a single occurrence. This warranty does not cover general soiling.
2. Repeated pet bodily fluid stains and ballpoint pen ink, crayon or lipstick marks of more than 6 inches in length are considered preventable occurrences and shall not be eligible for accidental warranty coverage.
3. Perspiration, body oils, and hair oils are specifically not considered a "bodily fluid" and are excluded from this warranty coverage. Additionally, this warranty does not provide coverage for bodily fluid stains caused by incontinent individuals or pets.
4. Accidental rips, cuts, and puncture coverage is defined as damage that clearly penetrates through the leather upholstery. "Scratches" and "scuff marks" are not covered.
5. Mold and mildew stains due to atmospheric causes are not eligible for warranty coverage. Coverage is limited to mold and mildew stains caused by food or beverage.

6. Hard surfaces include marble, stone, laminates, and other hard, non-wood surfaces. Plastic or metal parts, such as hinges and drawer slides are excluded from warranty coverage.
7. Accidental gouges on wood surfaces are defined as damage that clearly penetrates through the clear-coat finish exposing the bare wood. Gouges on hard surfaces clearly damage the surface. Scratches are not covered.
8. Glass and mirror coverage is for breakage only, and applies to all glass top furniture, glass shelves and glass components.
9. Do not use any topical treatments other than the products supplied with the purchase of this warranty. This warranty excludes any claim or liability for defects or damage caused by such topical treatments. **USE OF ANY UNAUTHORIZED CLEANING PRODUCTS OR METHODS COULD VOID THIS WARRANTY.**

### THIS WARRANTY SPECIFICALLY EXCLUDES STAINS OR DAMAGE FROM:

1. Anything other than the coverage stated above.
2. Substances which destroy or change the color or original characteristics of fabrics, leathers or furniture surfaces such as medication (including vitamins), dyes, paints, acids, corrosives, chemicals, bleaches, glues, adhesives, gum, candle wax, ink (except ballpoint pen ink on fabric and leather), marker, nail polish remover, and hair treatments such as hair gel, hair spray, mousse, or other like substances.
3. Willful abuse or misuse of the covered item, furniture that has been purposely torn, neglected, abused, mishandled, or damaged (including pet or animal damage of any kind other than pet bodily fluids).
4. Odors, accumulated or long-term multiple stains and unknown stains, color loss, fading, soiling, and furniture that becomes worn or soiled from everyday use. This warranty excludes coverage for stains or damage to furniture caused by wear and tear, or stains or damage to furniture from every day household use as damages of this type cannot be attributed to a relatable accidental occurrence.
5. Veneer or topcoat checking; leather or vinyl cracking; leather or vinyl peeling. Separation of seams; seam slippage. Stress tears/rips. Excessive loss of foam resiliency to cushions. Loss of silvering of glass or mirror components. Scratches of any type. Scars, leather finish defects. All accessories.
6. This warranty does not apply to any other surfaces including parachute cloth, "X" coded fabrics,

- non-colorfast materials, draperies, area rugs, carpets, box springs, mattresses, nubuck, suede or other sensitive leathers, vinyl boxing split/crack, split hide, paper, plastic, bare wood or oil finished furniture, and electronic components.
7. Any upgrades to furniture that alter the appearance from the manufacturer's original state. Anything covered under the manufacturer's warranty, defective manufacturing, structural defects, failure of assembled joints, improper installation of material, flaws or natural characteristics, defective finishes, or pre-existing conditions.
8. This warranty also excludes coverage for "as-is", "final sale", "pre-owned", and rental furniture items. Furniture in non-residential use, in places of public access, or commercial applications.
9. Damage caused during, or as a result of delivery, handling, set-up, or assembly, furniture in transit or storage, furniture located outdoors or on patios or screened rooms where it may be directly or indirectly exposed to the elements, damage caused by any natural disasters (including flood or fire damage), property, building, structural, or casualty damage of any kind, items damaged as a result of illegal activity or vandalism, damage by outside contractors, water damage by leaking appliances, water heaters, skylights, and pipes, all losses covered by homeowner's or renter's insurance.
10. Damage caused by improper cleaning/repair methods or improper cleaning/repair materials.

**This contract is backed by the full faith and credit of Guardian Protection Products, Inc.** This warranty is in lieu of all other warranties, expressed or implied and no one is authorized to assume for Guardian any other liability in connection with the sale of this product. This warranty is nontransferable. Guardian shall not be liable for any consequential or indirect damage of whatever kind and shall only be required to service the stained or damaged area as described in the coverage section above. This limited warranty gives you specific rights and you may also have other rights that may vary from location to location.

## CARE INSTRUCTIONS

USE OF ANY UNAUTHORIZED CLEANING PRODUCTS OR METHODS COULD VOID THIS WARRANTY!

***Responding to a spill quickly will reduce the chance of it becoming a permanent stain.***

### **If you should spill a substance on your furniture, please follow the instructions below:**

- Immediately blot up liquid spills with a dry or lightly dampened (but never wet) clean white cloth, sponge or paper towel. To blot, simply place the clean white cloth, sponge or paper towel directly on top of the spill applying light pressure to absorb as much of the liquid as possible. Be careful not to damage the surface by rubbing.
- Gently scrape off any solid residue prior to cleaning. Work from the edge of the spill toward the center to prevent spreading.
- If you received an appropriate cleaning product with your warranty certificate, then proceed per the instructions below. ***If you did not receive a cleaning product, and the stain remains after blotting, please contact Guardian Warranty Services department immediately at 1-800-527-8485.***

### **Before attempting to clean with Guardian authorized products, check for colorfastness by following these instructions:**

1. Using warm water lightly dampen (never wet) a clean white absorbent cloth or paper towel, blot in an inconspicuous area of the furniture piece.
2. If color lifts, your furniture is not colorfast and is not covered by this warranty. Refer back to the retail establishment from whom you purchased this warranty plan as the Guardian Warranty excludes sale of warranties to non-colorfast surfaces.
3. If color does not transfer, proceed with the directions below.
4. If you received an appropriate cleaning product with your warranty certificate, then use according to the instructions. Only use products supplied with the purchase of this warranty. Use of any unauthorized cleaning products or methods could void this warranty. ***If a stain remains after cleaning, please contact Guardian Warranty Services department immediately at 1-800-527-8485.***

### **Special Procedures for Wood Furniture**

FOR SPILLS: Wipe up with a clean, absorbent white cloth, sponge or paper towel. If the stain remains, call Guardian Warranty Services to process a claim and for further advisement. CAUTION: Sale of this Guardian warranty is intended for clear-coated wood or lacquer-finish furniture. If furniture is BARE WOOD OR OIL FINISHED FURNITURE, do not proceed.

Your retailer may provide a Furniture Care Kit with this Warranty Certificate. KIT CONTENTS MAY VARY. Please use these products for general care and maintenance of your furniture. For each product, follow all label directions and always test in an inconspicuous area for colorfastness prior to use. If the color runs or bleeds – DO NOT USE. These products may list cleaning advice for specific stains not covered by this warranty certificate. Please review the warranty for complete details.

A regular schedule of vacuuming is important in the proper maintenance of fabrics. Regular cleaning and dusting is important to maintain your leather or wood furniture. To ensure greater longevity of your furniture's appearance, do not place in direct sunlight or near heat sources.

***If a general cleaning is desired, please consult a licensed service technician in your area. This warranty does not cover general cleanings.***

### **Prior to calling Warranty Services, please do the following:**

**Have all of your warranty information ready and available** including your store invoice or receipt, and date and time of damage or stain occurrence. Please write in this information below for your quick reference and safeguard this document for any possible future claims.

Store Where Purchased: \_\_\_\_\_ Store Address: \_\_\_\_\_

Store Invoice/Receipt Number: \_\_\_\_\_ Delivery Date: \_\_\_\_\_

Furniture Manufacturer: \_\_\_\_\_ Upholstery Type: \_\_\_\_\_

Items Purchased with Warranty: \_\_\_\_\_

**If the spill does not clean up or for other warranted coverage, contact  
Guardian Warranty Services toll-free at: (800) 527-8485**

#### CANCELLATION RIGHTS FOR CALIFORNIA CUSTOMERS ONLY:

You have the right to cancel this Warranty Plan within sixty (60) days of receipt of this Plan. To cancel this Warranty Plan, you must provide written notice of cancellation to:

Guardian Protection Products, Inc., P.O. Box 300, Hickory, NC 28603

In the event you cancel this Warranty Plan within sixty (60) days of receipt of this Plan and no claims have been made against the Plan, you shall receive a full refund of any payments made by you under this Plan.

In the event you cancel this Warranty Plan within sixty (60) days of receipt of this Plan and a claim has been made against the Plan, you shall receive a full refund of any payments made by you under this Plan

less any claims that have been paid or repairs that have been made.

In the event you cancel this Warranty Plan after sixty (60) days of receipt of this Plan, you shall receive a pro rata refund based upon elapsed time less an administrative fee not to exceed ten percent (10%) of the price of this Plan or \$25.00, whichever is less, and less any claims that have been paid or repairs that have been made.

We may cancel this Plan for fraud, material misrepresentation or nonpayment by you; or if required to do so by any regulatory authority. If we cancel this Plan, you shall receive a refund of 100% of the pro rata unearned portion of the Plan price less any claims that have been paid or repairs that have been made.