Fabric Protection

Including 5 Year Product Warranty

The ultimate in care and protection for your new valuable fabric sofa.
PROTECT YOUR NEW SOFA
When you purchase fabric upholstery for your home it represents an important investment and its appearance is a reflection of your taste and personality.

Plush recommends the Plush-Shield 5 Year Fabric Product Warranty, the complete protection for your brand new sofa.

With the Plush-Shield 5 Year Product Warranty you are free to sit back and relax, safe in the knowledge that you are protected against those little accidents spoiling your brand new sofa.

THE KEY TO STAIN REMOVAL IS TO ACT IMMEDIATELY
You need to act immediately on the accidental spill for easy removal. It only takes an hour before the stain has a chance to sink in and settle into the fabric. By the next day the stain has set in and will take a great deal of effort, not to mention cleaning chemical, to remove it.

The Plush-Shield Protection does a superb job as a defence barrier, however it is not armour plating. It will slow down the absorption of staining liquids or grease, but spills do need to be cleaned up quickly.

NEED ADVICE ON HOW TO REMOVE A STAIN?
Don’t worry, if you purchase Plush-Shield you’ll have the right advice within minutes! We have expertly trained stain removal professionals ready to take your call. This service is available during normal business hours. You will also receive cleaning and care information in your Plush Customer Care Guide.
Product Warranty.

Subject to the certain conditions and exclusions, the Plush-Shielg 5 Year Product Warranty (“Warranty”) is as follows in respect of the Plush-Shield Fabric Protection including Plush-Shield’s 5 Year Protection Product Warranty.

BENEFIT STATEMENT AND TERMS AND CONDITIONS

1. The Plush-Shield Fabric Protection will help protect the furniture covered under this warranty against: All accidental stains, Human and pet bodily fluid, Ballpoint pen and lipstick. Accidental damage (including rips, tears, cuts or burns), provided that: Plush-Shield Fabric Protection solution is correctly applied to the covering fabric of your new upholstered furniture, you are the original purchaser the furniture is domiciled in Australia or New Zealand, the furniture is used for private and domestic purposes (does not apply to commercial purposes such as hotels, rental properties, boarding houses etc.)

2. If within 5 years of purchasing the Plush-Shield Fabric Protection the covering fabric of the treated furniture is stained and the stain cannot be removed by you, using the cleaning methods outlined in this warranty book, Plush-Shield will arrange for a professional technician to clean the affected area at no charge to you. 2(a). You must be able to identify the 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 Plush-Shield cannot guarantee its removal. Where a stain cannot be identified Plush-Shield’s obligation is limited to 1 attempt by a professional cleaning technician to clean that stain and the benefits of clause 4 do not apply. 2(b). You must notify Plush-Shield 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 Plush-Shield is not notified within 5 days then Plush-Shield’s obligation is limited to 1 attempt to clean from a professional cleaning technician and the benefits of clause 4 do not apply.

3. Should the furniture be accidentally damaged, Plush-Shield will arrange for a professional technician to repair the damage. If the damage is not notified within 5 days of occurring the benefits of clause 4 do not apply.

4. If the technicians are unable to clean or repair the affected area then Plush-Shield will arrange for the affected area to be replaced in the original fabric. 4(a). If the original fabric is available Plush-Shield cannot guarantee the exact colour match due to dye lot variations and fabric fading. In these circumstances Plush-Shield’s obligation is to provide the closest possible colour match available at the time. 4(b). If the original fabric is no longer available then you may elect to have the affected area replaced with a fabric of your choice to the same value as the original fabric or you may elect a refund of the purchase price of your Plush-Shield fabric product warranty.

5. In all cases Plush-Shield’s financial liability under this warranty will be limited to that equal to the actual purchase price of the furniture at which point Plush-Shield’s obligation under this warranty is deemed to be complete. If a total replacement of the furniture is undertaken by Plush-Shield (at their sole discretion) for whatever reason, the replaced furniture becomes the property of Plush-Shield and the new furniture will not be covered under this warranty. In those circumstances this warranty will cease.

WARRANTY EXCLUSIONS

Plush-Shield is not responsible for damage to the furniture:

1. caused by, or arising from, an inherent defect in the fabric or the furniture or the manufacturing process (including stitching); 2. caused to the fabric prior to or on delivery or during shipment of the furniture; 3. caused by normal wear and tear, including soiling from perspiration, body or hair oils, mould or mildew, fading or colour loss, non colourfast fabrics, or resulting in an odour being impregnated in, or emanating from, 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 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, malicious act or by unusual use of the furniture; 6. resulting from a failure to pre-test the fabric in accordance with the care instructions provided by the manufacturer; 7. from dye transfer from furniture accessories and rugs. 

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 Plush-Shield may void this warranty. Should your furniture require cleaning during the period of this warranty please contact Plush

DISCLAIMER

Under no circumstances shall coverage 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. The Warranty does not cover defects which are subject to manufacturer’s recall or which are covered under a manufacturer’s program of reimbursement. The Warranty is not a guarantee or promise relating to the nature of the material, workmanship or performance of the items covered by the Warranty. The Warranty does not exclude or restrict any condition or warranty imposed or implied by any consumer legislation operating in Australia or New Zealand.

Supplied to Plush by:
Guardsman Australia Pty Ltd (ABN 34 079 889 900)
Level 4, 2 Burbank Place, Norwest Business Park
Baulkham Hills, NSW 2153
Ph: +61 2 8867 3333   Fax: +61 28867 3352
info@guardsmanaustralia.com
guardsmanaustralia.com