

# UPHOLSTERY WARRANTY

Thank you for purchasing a **FibreGuard** stain resistant technology product.

**FIBREGUARD OFFERS A 5-YEAR STAIN RESISTANT WARRANTY ON RESIDENTIAL APPLICATIONS, AND A 3-YEAR STAIN RESISTANT WARRANTY IN COMMERCIAL\* INSTALLATIONS ON ALL UPHOLSTERED FURNITURE IN ACCORDANCE WITH THE FOLLOWING TERMS IN THIS DOCUMENT.**

**FibreGuard** fabrics are treated at a yarn level for inherent longevity to protect your new upholstered furniture. With an appropriate level of care and maintenance, FibreGuard will ensure your furniture stays looking fresh year after year.

**FibreGuard** sets high international textile industry standards, and warrants **FibreGuard** fabrics will be free from manufacturing defects for a period of **2 years** from purchase date, from an authorised retailer/manufacturer. Manufacturing defects are limited to weaving defects that weaken the structural integrity of the cloth. Manufacturing defects do not include pilling or fabric fading.

## TERMS AND CONDITIONS

**FibreGuard** will help protect your new furniture against a range of common household stains.

If within 5 years for residential environments, or 3 years for commercial\* environments of the purchase date, the upholstery is stained, and if the stain cannot be removed by using the cleaning methods outlined in this document, or failed to be removed by a third party professional cleaner, **FibreGuard** and we will arrange someone to visit and work with you to resolve the issue.

## FIBREGUARD WILL ADDRESS A STAIN PROVIDED:

- The installation adheres to the products 'Usage' guidelines – see product page on our website
- The fabric has been maintained appropriately on a regular basis
- **FibreGuard** Cleaning and Care instructions have been followed
- The fabric is not subject to any third party after sale topical or immersion treatment.
- The furniture was purchased, and is located in Australia and New Zealand
- The furniture is used exclusively indoors. **FibreGuard** is not an outdoor product
- The fabric has the appropriate performance ratings and test results for its selected Commercial usage
- The furniture was received from the retailer or manufacturer with no stains or damage
- The furniture is protected from direct sunlight

## THE FOLLOW CRITERIA ALSO APPLIES:

You must notify Fabrics by phone or email within 5 days of the stain occurring. Under this product warranty, **FibreGuard** is limited to one attempt to clean the stain from a professional cleaning technician.

**NOTE** – the longer you leave a stain the harder it is to remove so advise us as soon as possible.

You must be able to identify a stain so the correct method of cleaning can be identified by the technician. If you are unable to identify the stain, this warranty is limited to one attempt by a professional to clean that particular stain.

## FIBREGUARD PRODUCT WARRANTY EXCLUSIONS

All furniture should be cleaned regularly, we recommend you vacuum your suite every 3 months, and if the suite is looking soiled, then a professional clean annually will keep it looking its best.

**FibreGuard** is not responsible for stains or damage to the upholstery on your new furniture:

1. Caused by built up soiling. All furniture should be cleaned regularly. The following can be avoided through regular care and maintenance, and is not deemed 'a stain':
  - Perspiration
  - Body and hair oils
  - Mould and mildew
  - Dust and dirt
  - Odours being impregnated in or emanating from the fabric
2. Fading due to exposure to direct sunlight.

**Note** - Sheer window furnishing's, Exterior shade systems, and UV films applied to glass are designed to filter harmful UV light, and when installed will prolong the life of your carpets, furniture, and all interior furnishings
3. Resulting from inappropriate usage, purposeful damage, pet or other animal damage or act of God event.
4. From dye transfer from clothes, furniture accessories, cushions and rugs.
5. As a result of using commercial cleaning solutions, or any alkaline cleaning products that do not adhere to the **FibreGuard** care guidelines.
6. As a result of internal frame and furniture manufacturing defects.

We trust that you will enjoy satisfaction from your investment in our quality **FibreGuard** products.

If you have an issue or concern you would like to discuss with us, please contact **FibreGuard** in New Zealand and Australia or your retailer.

**FibreGuard New Zealand** 0800 933 586  
nz@jamesdunloptextiles.com

**FibreGuard Australia** 1800 651 510  
sales@zepelfabrics.com

## DISCLAIMER OF LIABILITY

This **FibreGuard** Product Warranty covers exclusively the textile and use of textile in question. It does not cover any incidental damage to persons or property for the use of the product. This warranty does not cover manufacturing defects, imperfections or performance of upholstered products manufactured by third parties. This **FibreGuard** Product Warranty adheres to and acknowledges consumer's rights under New Zealand and Australian consumer protection legislation.



## STAIN REMOVAL GUIDE

**FibreGuard** is a trusted fabric standard, representing a convenient solution to carefree easy living. **FibreGuard's** Stain Free Technology allows you to enjoy your furniture, assured that it will be able to stand up to everyday stains. From ballpoint pen, to coffee, mud, red wine, and ketchup, common household stains are easily removed allowing you to keep your fabric upholstered furniture looking fresh year after year.

**FibreGuard** standards apply to a wide variety of fabric types, styles, and designs seamlessly combining technology and style.

Furthermore, **FibreGuard** fabrics are green conscious. Every FibreGuard fabric is Oeko-Tex endorsed certifying **FibreGuard** fabrics are produced safely for both our environment and humans - no harmful chemicals or finishes are involved with the production of this fabric.

## HOW TO CLEAN FIBREGUARD FABRICS:

1. Remove any remaining stain residue with a teaspoon.
2. Apply water to the stain and blot using a white paper towel (do not rub in a circular motion). Repeat the process until the stain residue is no longer visible on the paper towel.
3. Apply more water to the area (for stubborn stains, a normal household bar of soap may be necessary) and gently rub with a microfiber cloth. Use circular movements for best results. Repeat the process until completely removed (when using soap, use intermittently).
4. Allow the fabric to dry naturally. Do not apply heat.

## LOOK ONLINE FOR OUR FULL REPERTOIRE OF CLEANING GUIDES:

<https://www.youtube.com/channel/UCY54QLX9S1VRQHJz7P4GmRQ/videos>