

Service Warranty and what to expect from your Protection:

Congratulations on adding a preventative maintenance Protection to your furnishings. Before you can use the protected items:

- Drying time for furnishings ranges between 2 and 4 hours depending on what it is applied to and conditions, items can be used straight away after this period. It is ideal not to use rugs for 2-3 days
- Our products are not warranted to protect against highly acidic stains e.g. Urine, bleach, iodine, ink or food dyes.

Applying Protection is a wise decision and a great preventative maintenance, but does not make your product invulnerable, it does give you the BEST POSSIBLE chance of stain removal by yourself or by a professional, all fabrics can be permanently stained by perspiration and soiling, our products are recognised worldwide as the best possible fabric protection. Regular maintenance cleaning by a professional in accordance with the manufacturers specifications is advised so that cleaning does not become a restoration clean, you will not need to reapply our protectors after regular maintenance cleaning. Our service warranty does not cover general soiling. Our protectors are independently lab tested and verified to provide significant reduction to UV fading on a wide variety of fibers, but due to variables such as dye types, quality, processes and conditions it is not possible to warrant against colour loss.

Beading: the type of fabric, the type of liquid, hot liquids, or the height of the spill will affect beading.

If you are ever unsure on how to deal with a spill always follow the manufacturers cleaning instructions, having protection just makes these processes a lot easier. In depth spill advice is available at www.premiumsurfaceprotection.com.au

Your protection application carries a service warranty. If we can't help you over the phone we will promptly have a professional cleaner go to your location (a discounted service charge will apply) if you are dissatisfied, providing warranty guidelines above are met we will happily refund you for the original cost of protecting that item accordingly. The effective life of the protection application varies with use, cleaning processes and other factors. Our lab test results for effectiveness have been obtained after 3 professional cleaning processes, in accordance with Australian Standard AS4849.1