Premium Surface
PROTECTION

Service Warranty

AND WHAT TO EXPECT FROM YOUR PROTECTION

*Congratulations on adding our **Preventative Maintenance Protection** to your furnishings.*

Before you can use your items:

Drying time for furnishings ranges between 2 and 4 hours depending on the textile and conditions, items can be used straight away after this period. It is ideal to leave rugs overnight before foot traffic or placing heavy furniture.

Our products are not warranted to protect against highly acidic or alkaline stains e.g., Urine, bleach, vomit, faeces, iodine, ink, or food dyes (synthetic or natural).

Protection

Applying Protection is a wise decision and a great preventative maintenance, while it does not make your product invulnerable, it does give you the BEST POSSIBLE chance of stain removal by yourself or by a professional, all textiles can be permanently stained by unattended spills and soiling, our products are recognised worldwide as the most effective and environmentally preferrable fabric protection.

Regular maintenance cleaning by a professional in accordance with the manufacturers specifications is advised so that maintenance 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 textiles, 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. Always follow the manufacturer's cleaning instructions. Having protection just makes these processes a lot easier. In depth spill advice is available at premiumsurfaceprotection.com.au/resources/

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. Lab test results show effectiveness even after 4 professional extraction cleaning processes, we suggest reapplication every 3-4 years or 2nd to 3rd clean to maximise the benefits.

Cleaning

Specialist cleaning services, treatments, repairs, and/or stain removal are carried out as an attempt to restore already damaged worn or used goods, therefore NO GUARANTEE can be given on the results on any specialist cleaning and/or treatments. In rare cases a second site visit may be necessary to complete the service, your technician will keep you informed during the service. If your technician decides an onsite Rug cleaning is not appropriate for that circumstance they will offer to remove and clean the rug offsite or refer you to a specialised Rug Spa in your area.