



*Relax, we've got you covered.*

### **Furniture Cleaning Waiver and Indemnity**

This agreement is made between the Customer as set out in the execution panel below ("Customer") and Care Cover Pty Ltd (ABN 60 149 331 699) of Unit 9, 6-8 Enterprise Street, Molendinar in the State of Queensland ("Care Cover"), together the "Parties".

The Parties agree that the Customer holds an Accident Protection Plan with Care Cover in respect to the furniture ("Policy"), and that pursuant to such Policy, the Customer has requested that the furniture's fabric be cleaned to remove a stain. The Parties agree that such cleaning shall be undertaken by a third party service provider procured by Care Cover ("Contractor").

The Customer agrees and acknowledges that the process to be undertaken shall be the fabric cleaning of the furniture (covered under the Care Cover Protection Plan) using professional equipment, water and chemicals designed to remove stains by a Contractor ("Cleaning").

The Parties agree that Care Cover's liability is limited to the removal of the stain pursuant to the Policy, and in accordance with the Care Cover terms and conditions available at [www.carecoveraustralia.com.au](http://www.carecoveraustralia.com.au). The Customer further agrees that by procuring and paying for any additional Cleaning services to their fabric furniture (in addition to the cleaning that is required to remove the claimed stain), Care Cover has fully discharged its liability to the Customer under the Policy held by the Customer.

The Customer agrees, to the extent permissible by law, to indemnify and hold harmless Care Cover against any and all loss or damage, liability, and/or costs arising from the Cleaning undertaken by the Contractor. The Customer acknowledges that in some rare instances a reaction or discoloration of fabric may occur during or shortly after the Cleaning process caused by unknown and/or not visible chemicals (see below Factsheet for more information), and that in this instance Care Cover shall not be held liable.

By signing this agreement, the Customer agrees that Care Cover shall not be liable for any chemical reaction caused by the Cleaning, and that Care Cover's liability has been fully discharged and fully indemnifies Care Cover against any and all claims in respect to the Cleaning and/or Contractor.

**Dated:**     /     /

**Care Cover Pty Ltd:**

**Signature:**

**Name:**     Dean Reid

**Position:**     CEO – Care Cover

**Customer:**

**Signature:** \_\_\_\_\_

**Full Name:** \_\_\_\_\_

**FACT SHEET**

**Damage not covered by Care Cover – More Information**

After Cleaning has occurred, in rare instances one or more of the below listed blemishes may appear on your fabric furniture. In these instances, the Customer explicitly agrees that Care Cover will not be held liable.

While these issues are rare, stains and/or discoloration of fabric furnishings may be caused by a chemical reaction. There are very few fabric dyes which are able to come into contact with certain chemicals and not be affected, accordingly these types of spots and stains are not covered under most manufacturers' warranties.

Some of the more common chemical products known to cause problems include but are not limited to:

- 1. Medications;
- 2. Certain cosmetics;
- 3. Household bleaches;
- 4. Disinfectants;
- 5. Furniture Polish;
- 6. Certain plant foods;
- 7. Fertilizers; and
- 8. Insecticides

Blemishes and/or discoloration will differ depending on a number of factors including the type of chemical, environmental conditions, and the particular textile products involved. Chemicals can often lie dormant until a change in humidity, temperature, moisture (in this case, liquids from professional Cleaning) or sunlight activates the chemical reaction. This delayed reaction then makes the blemishes seem to appear quickly and without cause. For example, relatively high humidity is necessary to start a bleaching action, and many other chemical agents require liquid to trigger a reaction. As a result, discoloration may occur shortly after a carpet or upholstery fabric is cleaned. This is not the fault of the cleaning products or the party undertaking the cleaning, but is the result of delayed reaction from old and unseen chemicals which have come into contact with your furniture.

Different chemicals react differently to the variety of colors and dyes found in fabrics. They also react differently under various climatic conditions. In general, red spots on tan or beige fabric suggests strong acids. Yellow stains indicate reactions by strong oxidizers or bleachers. Green or blue stains indicate sunlight combined with another substance. Below are some examples.

<b>Chemical</b>	<b>Where Found</b>	<b>Areas stained</b>	<b>Color</b>
Benzoyl peroxide	acne medications; fade/age creams; foot care preparations; some pet shampoos	carpets; upholstery, sheets; towels	orange or yellow; pinkish or white on blue carpet
Sodium hypochlorite Calcium hypochlorite	chlorine bleach; oxygen bleach; swimming pool chemicals; mildew removers	carpets; upholstery	yellow; green stain on textiles dyed red
Hydrochloric acid	toilet bowl cleaner; tile cleaner; corn/callous removers; vomit	carpets; upholstery; other textiles	pink or orange; bright blue (on textiles dyed red)
Sodium hydroxide (lye)	drain cleaners; oven cleaners		may destroy fabric itself
Malathion Diazinon DDVP	pesticides; insecticides	often occurs on carpets around baseboards	fading of color
Phenols	disinfectants; germicides; bathroom cleaners	carpet; other textiles	fading of color
Urine		carpet; upholstery	dull yellow or red
Assorted chemicals	furniture polishes	carpets around base of furniture	destroys red dyes; green or blue spot
Assorted chemicals	plant foods and fertilizers	spills or leakage causes stain from backing toward surface of carpet	dull yellow

