



# DORMA

ESTABLISHED 1921

## **Dorma Tencel Topper 10 Year Guarantee**

The Dorma Tencel Topper Guarantee applies to products identified by labelling or packaging as described below. The Dorma Tencel Topper has been tested under mattress durability test methods that replicate over 10 years use which guarantees the topper meets our extended quality and performance requirements listed under "What the Guarantee covers".



The Guarantee applies to products purchased from August 2019 onwards. The 10 Year Guarantee is valid from the date of purchase. Please keep your proof of purchase as we will need to see this to validate your Guarantee.

This Guarantee applies only when the product has been used for domestic use only within England, Scotland, Wales, Northern Ireland and Jersey.

### **What the Guarantee covers:**

- Foam pad manufacturing defects.\*
- Fabric manufacturing defects such as fabric flaws, holes, or excessive bobbling.\*\*
- Tearing or broken seaming.

\*Any dispute as to whether Topper has not performed as expected are to be determined by a Dunelm Technologist (below).

\*\*Any dispute as to whether Topper has excessive bobbling are to be determined by a Dunelm Technologist (below).

### **What the Guarantee does not cover:**

- Accidental damage or that caused by unforeseen use or unexpected wear and tear
- Product abuse, misuse or contact with animals
- Deliberate damage or neglect of the product
- Any cost of laundering or repair
- Any associated/co-ordinating products - the guarantee covers only the affected product, not any other co-ordinating items purchased together within the range.

In order for your Guarantee to be honoured the product care and laundering instructions must be followed.

The Guarantee only applies to the original purchaser of the item, any second-hand products that are still within their 10 Year Guarantee are excluded.

The Guarantee has no cash value and is non-transferable.

### **How do you make a claim?**

The following is required if you would like to make a claim:

- Proof of purchase (this can be a receipt, order confirmation or a copy of your bank statement)
- The product - to allow us to fully investigate your claim and arrange a like-for-like or similar product as a replacement (dependent on availability). Please note we will only replace the affected item, not an entire set or co-ordinating items purchased together.

To make a claim under the Guarantee please bring the product and proof of purchase into your local Dunelm store.

### **What do we offer?**

Dunelm may submit any returned items for assessment by a Dunelm Technologist who will ascertain whether the item has been treated in such a way that the Dorma Bedding Guarantee will not apply. In that case, their decision is final, and no further correspondence will be entered into.

If the Dorma Tencel Topper Guarantee does apply you will be offered a replacement or like-for like replacement in the first instance. Where a replacement is unavailable you will be offered a credit for use with Dunelm in the form of a pre-loaded Dunelm gift card. Please note that a replacement or credit will only be given strictly in accordance with the terms and conditions of the Dorma Tencel Topper Guarantee.

### **How do you know if a product is covered by the 10 Year Guarantee?**

Look out for the 10 Year Guarantee labelling on the outer packaging or against the product online, this signifies that the product is covered.

**The above conditions relating to the Dorma Tencel Topper Guarantee do not affect your statutory rights.**

Dated January 2023

