

Memory Foam Mattress Topper 5 Year Guarantee

All Dunelm memory foam mattress toppers have been tested under mattress durability test methods that replicate over 5 years use which guarantees the Dunelm memory foam mattress topper meets our extended quality and performance requirements listed under "What the Guarantee covers".

The Guarantee applies to products purchased from February 2019 onwards. The 5 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 bedding 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 instructions must be followed.

The Guarantee only applies to the original purchaser of the item, any second-hand products that are still within their 20 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, a copy of your bank statement or order confirmation issued by Dunelm); and
- a description and photos of the alleged fault or defect in the product - to allow us to fully investigate your claim.

Please visit our help pages at www.dunelm.com/info/help to raise a case number and discuss this. Please note we will only replace the affected item, not an entire set or co-ordinating items purchased together.



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 Dunelm Memory Foam Mattress Topper Guarantee will not apply. In that case, their decision is final, and no further correspondence will be entered into.

If the Dunelm Memory Foam Mattress 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 Dunelm Memory Foam Mattress Topper Guarantee.

How do you know if a product is covered by the 5 Year Guarantee?

Look out for the 5 Year Guarantee labelling on the outer packaging or against the product online as this signifies that the product is covered.

The above conditions relating to the 5 Year Guarantee do not affect your statutory rights.

Dated January 2023