

## **Internal Frame of Dunelm Upholstered Furniture 10 Year Guarantee**

All Dunelm upholstered furniture undergoes strength, durability and safety tests, assessed against BS EN 16139 Level 1, to ensure they meet our extended quality and performance requirements listed below under "What the Guarantee covers".



The Guarantee applies to products purchased from September 2018 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:**

- Loose joints
- Timber breakage
- Suspension spring and webbing breakage
- Spring and webbing coming loose
- Broken legs

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

- If there is any evidence of deliberate damage or abuse, misuse or use in a non-domestic environment.
- If the timber is exposed to extreme moisture within the home.
- If the product is in unsanitary condition, or damage has been caused by pets.
- It does not apply to fabric, fillings, cushions and mattresses including sofa beds.
- The metal mechanism for a recliner chairs or sofa beds is not included. This includes electric recliners.
- Items which are sold as ex-display or clearance are excluded

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 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, 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](http://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?**

We will arrange for an independent service technician to visit you to assess whether your item can be fixed. We will endeavour to always repair your item within your own home.

We reserve the right to use alternative materials to repair your item, but we will try to find the closest match at all times.

Dunelm gives no warranty as to how quickly a technician will be able to attend your home or how long any repairs may take. On occasion the repair may not be carried out on the same day as the technician attends to assess your item. The technician is an expert and will ascertain whether the item has been treated in such a way that the Internal Frame of Dunelm Upholstered Furniture Guarantee will not apply. In that case, their decision is final, and no further correspondence will be entered into.

If the Upholstery Frame Guarantee does apply but your item can't be repaired, you will be offered a replacement or a 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 Internal Frame of Dunelm Upholstered Furniture 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 Internal Frame of Dunelm Upholstered Furniture Guarantee do not affect your statutory rights.**

Dated January 2023

