

Dunelm Own-Brand Electrical Heating and Cooling Products 2 Year Guarantee

We offer a 2 Year Guarantee on Dunelm own-brand electrical heating and cooling products.



The 2 Year own-brand electrical heating & cooling products 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 in your own home within England, Scotland, Wales, Northern Ireland and Jersey.

What the Guarantee covers:

Your Guarantee covers you against manufacturing faults and defects.

What the Guarantee does not cover:

- Accidental damage.
- If there is any evidence of deliberate damage or abuse, misuse or use in a non-domestic environment.
- If the appliance has not been installed or used in accordance with the instruction manual.
- Normal wear and tear (dents and scratches) or consumable parts (such as lightbulbs or filters).
- Defects as a result of the product not being correctly maintained as advised in the instruction manual (e.g. ventilation grilles and openings must be kept clear and regularly cleaned to remove any dust from the surface)
- Any replacement of parts or repairs completed after purchase which have improperly completed or taken place outside of the guidance within the instruction manual.
- 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 two-year Guarantee are excluded.

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

Please note we will only replace the affected item, not an entire set or co-ordinating items purchased together.

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
- 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).

To make a claim under the Guarantee:

- i) if you purchased the item instore, please bring the product and proof of purchase into your local Dunelm store; or
- ii) if you purchased the item online, please visit our help pages at www.dunelm.com/info/help. We will need a description and photos of the fault or defect from you along with proof of purchase.

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 Heating and Cooling 2 Year Guarantee will not apply. In that case, their decision is final, and no further correspondence will be entered into.

If the Dunelm Heating and Cooling 2 Year 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 to the value of your original purchase price 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 Heating and Cooling 2 Year Guarantee. or credit will only be given strictly in accordance with the terms and conditions of the Lincoln Sliding Wardrobe Hardware Guarantee.

How do you know if a product is covered by the 2 Year Guarantee?

Look out for the 2 Year Guarantee labelling on the outer packaging or against the product online, this signifies that the product is covered.

The above conditions relating to Dunelm's Heating and Cooling 2 Year Guarantee do not affect your statutory rights.

Dated January 2023

