



# DORMA

ESTABLISHED 1921

## **Dorma Mattress 20 Year Guarantee**

Dorma mattresses have been tested to BS EN 1957:2012 to ensure they meet our extended quality and performance requirements listed below under "What the Guarantee covers". The 20 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.

The Guarantee applies to products purchased from May 2019 onwards. 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:**

- Tuft or Zip breakage.
- Spring unit failure.
- Stitching failure.
- Significant dipping\*.
- Cracks in foam based mattresses.

\*Significant dipping is measured to industry standard by an independent service technician

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

- A mattress which has been used on a bed base where the gaps between the slats are greater than 70mm.
- Settlement of fillings, which is a natural part of settlement.
- Preferences in comfort.
- Accidental damage or that caused by unforeseen use or unexpected wear and tear.
- If there is any evidence of deliberate damage or abuse, misuse or use in a non-domestic environment.
- If the product is in unsanitary condition, or damage has been caused by pets.
- We reserve the right to refuse to collect and/or dispose of any unsanitary mattress or divan base.
- 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 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](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 Dorma Mattress Guarantee will not apply. In that case, their decision is final, and no further correspondence will be entered into.

If the Dorma Mattress 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 Dorma Mattress Guarantee.

## **How do you know if a product is covered by the 20 Year Guarantee?**

Look out for the 20 Year Guarantee labelling on the outer packaging or against the product online, this signifies that the product is covered.

**The above conditions relating to Everyday Mattress Guarantee do not affect your statutory rights.**

Dated January 2023

