

## **Dunelm Better Tier Cutlery 10 Year Guarantee**

Performance, durability and safety of the Dunelm Better Tier Cutlery products are assessed to ensure they meet our extended quality and performance requirements listed below under "What the Guarantee covers".



The Guarantee applies to products purchased from February 2023 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:**

Your guarantee covers you against manufacturing faults and defects on the following:

- Defects in workmanship
- Defects in materials
- Breakages due to weak/broken points in the metal.

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

- Damage caused by normal wear and tear, negligence, improper use.
- Deterioration due to dishwasher use.
- Scratches and stains.
- Damage caused by heavy impact or dropping the product.
- Corrosion caused by negligence or improper cleaning.
- Disassembled or alteration to products.
- 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.
- Normal wear and tear (dents and scratches).
- 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:  
If you purchased the item instore please bring the product and proof of purchase into your local Dunelm store.

If you purchased the item online 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 ensure you have:

- Your proof of purchase issued by Dunelm (this can be a paper or e-receipt, copy of your bank statement or order confirmation); and
- a description and photos of the alleged fault or defect in the product - to allow us to fully investigate your claim.

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 Dunelm Better Tier Cutlery Guarantee will not apply. In that case, their decision is final, and no further correspondence will be entered into.

If the Dunelm Better Tier Cutlery 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 Dunelm Better Tier Cutlery 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 Dunelm Better Tier Cutlery Guarantee do not affect your statutory rights.**

Dated February 2023