



# We've Got You Covered

## With Our Dispenser Lifetime Warranty†

Kimberly-Clark Professional\* is proud to offer a comprehensive Lifetime Warranty† for select towel, tissue and skin care dispensers. We save our customers valuable time and money by making the process really easy - with auto-registration, a dedicated customer care team and much more. Our Lifetime Warranty† is yet another way we put the customer at the heart of all we do.

### Frequently Asked Questions

#### 1. What dispensers are covered by the Kimberly-Clark Professional\* Lifetime Warranty†?

The Lifetime Warranty† program includes proprietary Kimberly-Clark Professional\* Mod\* Towel, Tissue and Skin Care Dispensers and our NEW Scott® Essential\* Towel Dispenser and retrofit kit.

#### 2. Do I have to order new dispensers to qualify?

No. To make the program as simple as possible, both new and existing dispensers qualify.

#### 3. How do I register my dispensers?

There's no need to sign up. Eligible dispensers are automatically registered. Just exclusively use Kimberly-Clark Professional\* towel, tissue and skin care products in the dispensers. This includes top-rated Kleenex®, Scott® and Cottonelle® Brand products.

#### 4. What does the warranty cover?

The warranty covers defects in workmanship and materials under normal use as long as you are exclusively using Kimberly-Clark Professional\* products for the dispensers. However, the warranty does not cover batteries or misuse, vandalism and/or other user-caused damage.

#### 5. Is it easy to file a claim?

We've made it as easy as can be. Simply contact your Kimberly-Clark Professional\* representative or Customer Care Solutions at **1-888-346-4652** or **KCPIInfo@kcc.com**. Or, file online at **www.kcprofessional.ca/contact-us**.



#### 6. What details do you need to process my claim?

Our team will need your contact information, the Kimberly-Clark Professional\* product numbers you use and the dispenser information (model number, lot code number and date code – all found on a sticker inside the unit). They'll work with you to determine the best way to resolve your issue, either through parts or full unit replacement.

#### 7. Since I order dispensers through my distributor, do I need to contact them?

No, you can contact your Kimberly-Clark Professional\* representative or Customer Care Solutions directly at **1-888-346-4652** or **KCPIInfo@kcc.com**.

#### 8. Do I have to ship the dispenser back?

Once the issue is resolved, we may ask you send us the old dispenser. If so, we'll provide a prepaid shipping label. Rest assured, we'll make sure you have a working dispenser before asking you to take the old one down. It's that EASY!

† Lifetime warranty applies to proprietary dispensers while they are on the wall and the end user account is purchasing appropriate Kimberly-Clark Professional\* refills for those dispensers. For more information, visit [www.kcprofessional.ca/lifetimewarranty](http://www.kcprofessional.ca/lifetimewarranty).





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# Dispensers Covered by the Kimberly-Clark Professional\* Lifetime Warranty†



## Mod® Hard Roll Towel Dispensers

Codes	Finish	Description	
29737   34348   34368	Black	Mod® Electronic Hard Roll Towel Dispenser†	
29738   34349   34369	White		
29739   35609   35614	Faux Stainless		
29734   34346   34364	Black	Mod® Manual Hard Roll Towel Dispenser	
29735   34347   34367	White		
29736   35612   35610	Faux Stainless		
35370	Stainless Steel	Mod® Stainless Steel Recessed Wall Unit With Trash Receptacle	
31498	Stainless Steel	Mod® Stainless Steel Recessed Dispenser Narrow Housing Without Trim Panel	
31501	Stainless Steel	Mod® Stainless Steel Recessed Dispenser Housing Without Trim Panel	
43823	Stainless Steel	Mod® Stainless Steel Recessed Dispenser Housing with Trim Panel	
36016	Black	Mod® Slimroll® Hard Roll Towel Dispenser	
36034	Faux Stainless		
36035	White		


## Mod® Folded Towel Dispensers

Codes	Finish	Description	
34828	Black	Mod® Slimfold® Folded Towel Dispenser	
34830	White		
39711	Black	Mod® Scottfold® Folded Towel Dispenser	
39640	White		
39719	Black	Mod® Universal Folded Towel Dispenser	
39781	White		


## Mod® Bathroom Tissue Dispensers

Codes	Finish	Description	
39728	Black	Mod® Hygienic Bathroom Tissue Dispenser	
40407	White		
39729	Faux Stainless		
34831	Black	Mod® Coreless JRT Jr. Bathroom Tissue Dispenser	
34832	White		
39709	Faux Stainless		

## Mod® Skin Care Dispensers

Codes	Finish	Description	
32504	Black	Mod® Electronic Touchless Cassette Skin Care Dispenser	
32499	White		
32508	Faux Stainless		

## Scott® Hard Roll Towel Dispensers

Codes	Finish	Description	
46253	Black	Scott® Essential® Hard Roll Towel Dispenser	
46254	White		

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Kimberly-Clark warrants that its products (1) comply with K-C's standard specifications as of the delivery date to K-C's authorized distributors/direct purchasers (2) comply with all K-C labeling representations; and (3) are manufactured in compliance with all applicable federal, state, and local laws in effect at the time and place of manufacture of the products. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. K-C is not liable for any kind of special, incidental, or consequential damages. K-C's liability for breach of contract, tort or other cause of action shall not exceed the product purchase price. Purchasers and users are deemed to have accepted the above warranty and limitation of liability, and cannot change the terms by verbal agreement or by any writing not signed by K-C. To the extent required by applicable law, K-C does not limit its liability for death/injury resulting from K-C's negligence.

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