

Consumer Rights

If you are a consumer, which means you have purchased an Essity dispenser for use outside the course of your trade, business or profession, you already have legal rights in relation to our products.

Essity offers the following guarantee exclusively to business customers, not to consumers.

Subject to the conditions set out below, Essity provides a goodwill guarantee that for a period of one year starting from the date of purchase its Tork® dispensers shall be free from defects in materials or workmanship at the time of delivery. Our business customers may extend the period of this goodwill guarantee for certain dispensers to five years from the date of purchase by completing the online registration form found at www.tork.co.uk/guarantee. During the life of the goodwill guarantee, Essity will either repair or replace a defective dispenser free of charge.

The guarantee does not cover damage caused after delivery, whether arising from accidents, vandalism, misuse, improper installation, normal wear and tear or any other reason

A claim under this goodwill guarantee must be made during the life of the goodwill guarantee by emailing your claim to TorkCS.uk@torkglobal.com, providing proof of purchase and, at Essity's direction, either providing pictures showing the dispenser defect or returning the defective dispenser at Essity's cost for analysis of the alleged defect. Essity reserves the right to reject your claim under the guarantee if it reasonably believes that the alleged defect was not present on delivery. Replacement dispensers may not be the same model due to design and range changes.

This guarantee is given by Essity UK LTD of Southfields Road, LU6 3EJ Dunstable.