

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 all Kleenex®, Scott® and Cottonelle® branded Towel, Tissue, and Skin Care Dispensers.

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. Use Kleenex®, Scott® and Cottonelle® Brand towel, tissue and skin care products in the dispensers.

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.com/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 installed and the end-user account is exclusively using Kimberly-Clark Professional products for those dispensers. For more information, visit www.KCProfessional.com/LifetimeWarranty.