

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® and Scott® branded towel, tissue, and skin care dispensers, as well as the Kimberly-Clark Professional™ ICON™ Dispenser Collection.
- 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/en-us/about-kimberly-clark-professional/faq.

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