

PRODUCT RECALL NOTICE



PRODUCTS:

Dunlopillo Serenity Deluxe Pillow DUN000021
Dunlopillo Super Comfort Pillow DUN000027

HAZARD:

We have identified a small number of Dunlopillo Serenity Deluxe and Dunlopillo Super Comfort pillows where our supplier has failed to use a Latex component which is correctly treated with a fire retardant during production. Whilst the pillows are not hazardous in use, this failure means in the unlikely event of fire they may not offer the required level of fire resistance.

Bensons is working closely with our Trading Standards Primary Authority.

The issue is limited to the two products above and may only affect any product supplied after 10 January 2022 up to 8 July 2022. Pillows supplied before the 10 January 2022 or after 8 July 2022 are not affected.

WHAT YOU SHOULD DO

1. If you think your Dunlopillo pillow is affected do not use it.
2. Customers whose affected product was delivered by our home delivery service or where their contact details were provided in store at the time of purchase will be contacted direct by email or telephone.
3. If you purchased/received your pillow between **10 January and 8 July 2022** you can email customercare@bensonsforbeds.co.uk, who will respond within 72 hours.
4. Alternatively, please visit your local store where our colleagues will be happy to help.

We would like to apologise for any inconvenience caused.

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