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**Beautyrest Marselle Heated Throw - BURN**

3 messages

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**Alexandra P** <alexandrapalinko@gmail.com>  
To: Jlacs@jlaacanada.com

Wed, Apr 16, 2025 at 9:28 AM

Hello, I am emailing regarding your Beautyrest Marselle Oversized Faux Fur Heated Throw in Grey/Blue. I purchased this blanket through Bed Bath Beyond and it is my second time purchasing a heated blanket from you guys. My first blanket I had less than a year and didn't start using it until maybe the last 4 months and the heat randomly stopped working where the remote would just flash and you wouldn't be able to use any of the heat options so I ended up throwing this away and buying a new one (the Grey/Blue color). I have only had this blanket for about a month now and have only used the heat option a few times. Last night I fell asleep on the couch for only maybe an hour and when I woke up I had a third degree burn blister on my leg. It is extremely painful and very uncomfortable. I am now worried I may have a permanent scar as well as it getting infected. I also could not sleep at all from it as it was throbbing and hurts so much. I am very disappointed as I would never think I would get burned from a heated blanket especially after only a short period of time? This is also very concerning as could you imagine if I fell asleep for longer or it caused a fire? It was only on the medium setting as well. I look forward to a reply from someone. Thank you.

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**2 attachments****IMG\_9875.jpeg**  
2493K**IMG\_9877.jpeg**  
2273K

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**Melissa Brown** <melissa.brown@jlahome.com>  
To: Alexandra P <alexandrapalinko@gmail.com>

Wed, Apr 16, 2025 at 2:55 PM

Hello Alexandra,

Thank you for contacting JLA Home. We are very sorry to hear about what happened and appreciate you bringing this to our attention. We would like the opportunity to discuss what happened in detail with you so that we can better understand how this might have happened. Would you mind providing your phone number and the best time to reach you tomorrow? Also, please let me know what state you live in so that I make the call at the correct time.

I was not able to find a registration for you in our system. You can either email the below information back to me or I can get it from you over the phone when we speak, whichever is easiest for you. I was able to fill in some information

from your initial email.

Your Physical Mailing Address:

Phone number:

Brand of Product: Beautyrest

Product Category (throw, mattress pad or blanket): Marselle Oversized Faux Fur Heated Throw

Size of Product:

Color & fabric: Faux Fur, Grey/Blue

Controller Model No.:

Place of Purchase: Bed bath and Beyond

Date of Purchase:

Price of Purchase:

A copy of your original purchase receipt.

A picture of the back of the controller including the date code stamp and RN#

We are very sorry for the discomfort you are in and will be diligent in reaching a suitable resolution to the situation for you. I appreciate your time and look forward to speaking with you.

Sincerely,

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

[Melissa.brown@jlahome.com](mailto:Melissa.brown@jlahome.com)

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**Alexandra P** <alexandrapalinko@gmail.com>  
To: Melissa Brown <melissa.brown@jlahome.com>

Thu, Apr 17, 2025 at 8:13 AM

Good morning Melissa,

Thank you for the quick response. You can call me anytime today. I am in British Columbia, Canada. I have filled out the requested information below as well as attached the receipts and picture of the remote. My mistake: the last blanket I purchased that burned me was bought from Wayfair. The first blanket I got (Natural Marble) that was under a year old that only worked for 4 months was from Bed Bath and Beyond (pictures attached). I look forward to hearing from you soon.

Your Physical Mailing Address: **42972 Old Orchard Road. Chilliwack, BC V2R 4A6**

Phone number: **778-788-3120**

Brand of Product: **Beautyrest**

Product Category (throw, mattress pad or blanket): Marselle Oversized Faux Fur Heated Throw

Size of Product: **50" W X 70" L**

Color & fabric: Faux Fur, **Grey/Blue**

Controller Model No.: **A16224CZ**

Place of Purchase: **Wayfair**

Date of Purchase: **February 15, 2025**

Price of Purchase: **\$116.73 CAD**

Free Shipping Over \$60\* [Details](#)

Free Shipping Over \$60\* [Details](#)

MORE WAYS TO SAVE  
DOWNLOAD THE APP!

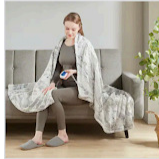
< Back

Order Details

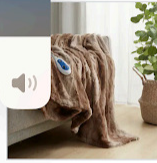
**Order Date:**  
Monday, November 27,  
2023

**Order Number:**  
418401918

In Your Order



Beautyrest Marselle Oversized  
Faux Fur Heated Throw  
Natural Marble  
Qty: 1  
**CAD \$106.28**



Beautyrest Marselle Oversized  
Faux Fur Heated Throw  
Tan  
Qty: 1  
**CAD \$94.47**



Beautyrest Marselle Oversized  
Faux Fur Heated Throw  
Grey  
Qty: 1  
**CAD \$86.01**

All prices shown are in CAD



Beautyrest Marselle Oversized

**Subtotal:** \$286.76  
**Shipping:** FREE

4:47



dbathandbeyond.ca

CANADA Canadian shipping to the US?

BED BATH & BEYOND Search

Free Shipping Over \$60\* Details



Faux Fur Heated Throw  
Grey  
Qty: 1  
CAD \$86.01

17% Off\*

All prices shown are in CAD

<b>Subtotal:</b>	<b>\$286.76</b>
Shipping:	FREE
Duties:	FREE
<b>Taxes:</b>	<b>\$34.40</b>
PST*:	\$20.07
GST**:	\$14.33
<b>Total:</b>	<b>CAD \$321.16</b>

\*\*GST Tax ID: 888359411 RT0001



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WAYFAIR RECIEPT.pdf  
178K