

General conditions for all guarantees



What is Guaranteed?

The extent of the guarantee given for each product is described alongside each product below.

Duration of Guarantee

Each guarantee lasts for the number of years stated against each product below, starting from the date of purchase.

What will IKEA do to correct the problem?

IKEA will examine the product and decide if it's covered under this guarantee. IKEA will then, at its choice, either repair the defective product or replace it with the same or a comparable product. In these cases, IKEA will be responsible for the costs of repairs, spare parts, labour and travel for repair staff that IKEA incurs, provided that the product is accessible for repair without IKEA incurring additional expenditure to gain access. This will not apply in cases where repair work has not been authorized by IKEA. Any defected parts removed in the course of repair works will become the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. IKEA will decide at its discretion, what will constitute an appropriate replacement.

Conditions for the guarantees

The guarantees are valid from the date of purchase at IKEA. The original purchase receipt is required as proof of purchase.

Exclusions

The guarantees do not apply to products that have been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products. The guarantees do not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents. The guarantees do not apply if products have been placed outdoors or in a humid environment or if the products have been used for non-domestic purposes (unless otherwise stated). The guarantees do not cover consequential or incidental damages. The guarantees are to the benefit of the original purchaser of the product. They are not transferable. For details see the guarantee conditions and description for every product.

Care instructions

To be able to rely on this guarantee you need to follow the specific care instructions for every product. You will find all care instructions in the IKEA stores and inside the products' packages.

General legal rights:

This guarantee gives you specific legal rights. This guarantee does not, in any way, affect the rights given to you by law.

How to reach us if you need service:

Contact your local IKEA store. You will find the address and phone number in this catalogue, page 370, or at www.IKEAuae.com. Save your sales receipt as proof of purchase. Proof of purchase is required for the guarantees to be valid.

To find out more pick up the EVERYDAY QUALITY folders in your local store.

Everyday quality guarantees

EKTORP, KARLSTAD, KIVIK, KRAMFORS, ARILD, VRETA, ÄLVROS, SMÖGEN 5 YEARS GUARANTEE

What is covered under this guarantee?

This guarantee covers defects in material and workmanship in the following components: • Frame • Base linen/supporting fabrics • Legs • Fittings • Armrests • Filling • PIXBO HÄVET mattress • Mechanisms. This guarantee applies to domestic use only.

Products/components not covered under this guarantee

This guarantee does not apply to: • Fixed leather covers • Fixed fabric covers • Removable fabric covers sold separately • KARLSTAD cushions, sold separately • EKTORP cushions, sold separately • EKTORP JENNYLUND armchair • EKTORP TULLSTA armchair • EKTORP MUREN footstool • EKTORP BROMMA footstool

IKEA STOCKHOLM 25 YEARS GUARANTEE

What is covered under this guarantee?

The guarantee covers defects in material and workmanship in the following components of IKEA STOCKHOLM 3-seat leather

sofas, 3,5-seat fabric sofa and 1,5-seat armchair frames and cushions: • Frame • Fittings • Legs • Armrests • Base linen/supporting fabric • Filling. This guarantee applies to domestic use only.

Products/components not covered under this guarantee

This guarantee does not apply to the IKEA STOCKHOLM fabric and fixed leather covers for the sofas and 1,5 seat armchair. Other products from the IKEA STOCKHOLM collection are not covered under this guarantee. See also general conditions on page 354.

POÄNG 5 YEARS GUARANTEE

What is covered under this guarantee?

The guarantee covers POÄNG armchair frames, swivel armchair frames, rocking chair frames, lounge frames and footstool frames. • Layer-glued frame • Fittings • Supporting fabric. This guarantee applies to domestic use only.

Products not covered under this guarantee

This guarantee does not apply to POÄNG cushions, POÄNG covers and POÄNG children's armchair. See also general conditions on page 354.

BESTÅ 5 YEARS GUARANTEE

What is covered under this guarantee?

This guarantee covers defects in material and workmanship in BESTÅ system (all products), FRAMSTÅ system (all products) and the following products in INREDA series: drawer, drawer without front 60x40 cm, drawer without front 60x49 cm, drawer without front 60x7x40 cm, fully extending drawer 60x40 cm, fully extending drawer 60x49 cm, pull-out frame, extra shelf 26x16 cm, extra shelf 56x16 cm and extra shelf 56x36 cm. This guarantee applies to domestic use only.

Products not covered under this guarantee

This guarantee does not apply to: All INREDA products not mentioned under the headline "What is covered under this guarantee".

SULTAN 25 YEARS GUARANTEE

What is covered under this guarantee?

This guarantee covers defects in material and workmanship in the following components of the SULTAN mattresses and/or bed bases described as follows: • Wooden frame and springs in wooden base spring mattresses • Springs in reversible spring mattresses • Foam core in foam mattresses • Latex core in latex mattresses • Wooden frame and slats in slatted bed bases • Electric motor in electrically operated beds (5-year guarantee). This guarantee applies to domestic use only.

Products not covered under this guarantee

All mattress pads: SULTAN TOLG, SULTAN TRANDAL, SULTAN TÅRSTAD, SULTAN TJÖME, SULTAN TVEIT, SULTAN TAFJORD; slatted bed base SULTAN LADE; children's mattresses SULTAN DRÖMMA, SULTAN SNARKA, SULTAN BLUNDA, SULTAN SUSSA, SULTAN SOVA; and children's mattress pad SULTAN SLUMRA. See also general conditions on page 354.

PAX/KOMPLEMENT 5 YEARS GUARANTEE

What is covered under this guarantee?

This guarantee covers defects in material and workmanship in the following components of the PAX/KOMPLEMENT wardrobes and interior fittings described: • Frames • Doors • Hinges • Sliding door mechanism • Drawer gliders • Shelves and clothes rails. This guarantee applies to domestic use only.

Products not covered under this guarantee

KOMPLEMENT wire basket, KOMPLEMENT box in plastic and textile, KOMPLEMENT pull-out shelf in transparent plastic, KOMPLEMENT trouser hanger and KOMPLEMENT shoe organiser. See also general conditions on page 354.

FAKTUM/RATIONELL 25 YEARS GUARANTEE

What is covered under this guarantee?

This guarantee covers defects in material and workmanship in the following kitchens. This guarantee applies to domestic kitchen use only.

FAKTUM kitchen system

What products are covered under this guarantee?

This guarantee covers all of the following parts of the FAKTUM kitchen system: • Cabinet frames • Fronts • INTEGRAL hinges • RATIONELL fully-extending drawers • RATIONELL shelves of tempered glass and melamine • RATIONELL wire baskets • Plinths • Legs • Cover panels • Deco strips/mouldings • Worktops that are at least 3.8 cm thick • Sinks • PERFEKT shelf and bottle shelf • RATIONELL bottom trays for base cabinet • RATIONELL drawer under oven • RATIONELL floor-level drawer • RATIONELL dish drainers for wall cabinet.

Products not covered under this guarantee

Knobs, handles and worktops that are less than 3.8cm thick. See also general conditions on page 354.

Freestanding kitchens

What products are covered under this guarantee?

This guarantee covers defects in material and workmanship on all the parts in the VÄRDE freestanding kitchen series.

Products not covered under this guarantee

VÄRDE knobs and handles, mixer taps, shelves and wall shelves in solid wood are not covered under this guarantee. See also general conditions on page 354.

LAGAN kitchen system

LAGAN is not covered by this guarantee.

KITCHEN MIXER TAPS 5 YEARS GUARANTEE

What is covered under this guarantee?

The 5-year guarantee is valid for all kitchen mixer taps at IKEA, except LAGAN kitchen mixer tap. This guarantee covers defects in material and workmanship. This guarantee applies to domestic use only.

What is not covered under this guarantee?

This guarantee does not apply if the products have been used in a corrosive environment. See also general conditions on page 354.

