

BESTÅ



BESTÅ, FRAMSTÅ and INREDA products have been rigorously tested to comply with our strict standards for quality and durability, as well as to meet the highest standards for domestic use. For this reason we are able to offer you a 10-year guarantee that covers BESTÅ system, FRAMSTÅ system and parts of the INREDA series, against defects in materials and workmanship.

This guarantee is subject to the terms and conditions stated in this brochure.





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, fully extendable drawer, pull-out frame, extra shelf 26x16 cm, extra shelf 56x16 cm and extra shelf 56x36 cm.

The original purchase receipt, or email confirmation if purchased online, is required as proof of purchase. This guarantee applies to furniture put to domestic use only and is valid from the date of purchase, or delivery if later.

What products are 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".

What will IKEA do to correct the problem?

IKEA will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA through its own service operations, will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product. The costs of repairs, spare parts, labour and travel for repair staff, that IKEA incur, provided that the product is accessible for repair without special expenditure will be paid by IKEA. IKEA will not be responsible for, nor reimburse the cost of any, repair work not authorized by IKEA.

Any parts replaced as part of the repair service will become the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that will determine, at its sole discretion, what constitutes an appropriate replacement.

What is not covered under this guarantee?

This guarantee does not apply to products that have been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned using incorrect cleaning methods or cleaning products.

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.

This guarantee does not apply if the product has been placed outdoors, in prolonged direct sunlight or in a humid environment or if the products have been used for non domestic purposes.

This guarantee does not cover consequential or incidental damage suffered by any person.

Care instructions

For BESTÅ furniture, tighten the screws after two weeks of use, and make sure they stay tight by checking them a couple of times per year.

For all surfaces (except glass): wipe clean with a cloth dampened with a mild, non-abrasive detergent, then dry with a dry cloth.

For glass surfaces: wipe clean with a cloth damped in water or windowcleaner, then wipe dry with a clean cloth.

Tempered glass should be handled with care! A damaged edge or a scratched surface can cause the glass to break suddenly. However, only into small pieces, never into sharp fragments.

For safety reasons, all BESTÅ and FRAMSTÅ that come with wall fasteners should be attached to the wall, using the fasteners.

Different wall materials require different types of fixing devices. Use fixing devices suitable for the walls in your home.

General legal rights

This guarantee gives you specific legal rights. The guarantee is provided to you free of charge and in addition to the rights given to you by law. It does not in any way affect the rights given to you by law. Items excluded from this free extended guarantee offered by IKEA may still be covered by 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 the IKEA catalogue or at www.ikea.co.uk



SAVE THE SALES RECEIPT*

**It is your proof of purchase and required
for the guarantee to apply.**

* or email confirmation if ordered online.

If anything happens, or if you're not satisfied,
just contact IKEA at www.IKEA.co.uk

