

GOLV



GOLV floor is tested according to the standards for floors for domestic and light commercial use (EN 13329). GOLV floor meets our strict standards for quality and durability. For this reason, we are able to offer a 15-year guarantee that the floor will withstand normal wear in the environment it was intended to be used in.

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







What is covered under this guarantee?

We guarantee that in normal use the flooring will not wear through, not fade from sunlight and not stain permanently.

The original purchase receipt, is required as proof of purchase. This guarantee is valid from the date of purchase.

GOLV flooring complies with User Class 32 of EN 13329 which means it is suitable for use in all rooms in a home, except for rooms such as bathrooms, damp cellars and basements and rooms with a floor drain, and is also suitable for moderate commercial use, such as flooring with moderate wear in classrooms, small offices, boutiques, hotels.

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 if GOLV floor has been used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong 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 floor has not been laid according to the floor laying instructions supplied by IKEA.

This guarantee does not apply if the floor has been laid in an area other than those recommended by IKEA.

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

Care instructions

Laminated flooring should never be sanded, waxed or polished. The hardwearing surface is easy to clean and maintain. Normal cleaning, such as sweeping, vacuuming and dry mopping only if the floor is slightly dirty. Stains are removed with a moist cloth. If needed, the floor should be damp mopped with a mild detergent and dried with a cloth.

Soap, wax or floor polish should never be used on laminated flooring, because they leave a film that attracts dirt and dust.

If the floor becomes damaged, you can replace one plank or several. Because laminated flooring doesn't bleach from sunlight, you can replace an old plank with a new one without worrying about any shifts in colour.

Tip

Take good care of your floor by using felt floor protectors under your furniture and floor protectors under things with rolling castors. It's also a good idea to put a doormat in front of the entrance as an effective way to stop gravel and pebbles from coming in. Because laminated flooring is wood-based, it's important to always wipe up any water from the floor.

NOTE: Never pour water directly on the floor.



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.**

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

