

KIVIK



All KIVIK products are tested to comply with our strict standards for quality and durability as well as with the highest standards for domestic use. For this reason, we are able to offer a 10-year guarantee that covers KIVIK frames and cushions 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 the following components of KIVIK frames and cushions:

- Frame
- Legs
- Armrests
- Filling
- Base linen/supporting fabric
- Fittings
- Bed mechanism

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 the KIVIK fabric and leather covers.

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

The cushions need to be cared for so that they maintain their comfort. They need to be plumped up on a regular basis, at least once a month. They should also be alternated, so that the cushions used most often change places with those used less often

You should tighten the screws on the legs after two weeks of use, and make sure they stay tight by checking them a couple of times per year.

Washable covers

- Follow the care and cleaning instructions.
- Iron while still slightly damp.
- Refit the cover while it is still slightly damp. The cover stretches more easily when damp, so it is easier and quicker to get it into the right shape. Note! It is important, however, that the cover is not too damp when it is replaced on the frame.

More detailed care instructions and advice are supplied with the product. These should be followed to ensure full enjoyment.

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

Our sofas and armchairs are put to the test

At IKEA we test all our sofas and armchairs to be sure they're durable. And we're especially tough on the ones that have long guarantees. For example, we push 100 kilo weights onto the seat 50,000 times – and 30 kilo weights onto the back just as many times. We do all this to be sure the frames retain their stability and the cushions their resilience and comfort. The guarantees we give are proof that our sofas and armchairs can take being used often and for a long time – and an assurance for you as a customer.

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

