

BROR

Storage system

guarantee
information

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Everyday life at home and work puts high demands on storage furniture. BROR storage system have been tested and meets our strict standards for quality and durability. For this reason, we are able to offer a 10-year guarantee against defects in materials, workmanship and function on all main parts in the BROR storage system. This guarantee is subject to the terms and conditions stated in this folder.

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The BROR Storage system has a 10-year guarantee.

How long is this guarantee valid?

The guarantee for the BROR storage system is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

What is covered under this guarantee?

The guarantee covers defects in materials, workmanship and function on all main parts in the BROR storage system from the date of purchase at IKEA.

What products are not covered under this guarantee?

The following products are not covered under the guarantee:

- BROR trolley
- BROR work bench
- BROR work bench with drawers
- BROR drawer 84×39 cm
- BROR drawer 84×54 cm
- BROR cabinet 85×40×190 cm
- BROR 2 uprights/1 suspension rail set, black
- BROR 20 pieces pegboard set, black
- BROR hook for post 7×5×3 cm 2-pack, black
- BROR rail with hooks, black

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. If it is covered by this guarantee, IKEA will pay 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. This does not apply to any repair work not authorized by IKEA. Replaced parts become the property of IKEA.

If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

What is not covered under this guarantee?

This guarantee does not apply to products in the BROR storage system that have been stored or assembled incorrectly, 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 products have been placed outdoors, in prolonged direct sunlight or in a humid environment e.g. bathroom.

Care instructions

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: wipe clean with a cloth dampened with a mild detergent, then dry with a dry cloth.

This guarantee operates in addition to your statutory rights under Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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.com.au

Save the 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 IKEA.com.au

