

BESTÅ

guarantee
information

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BESTÅ Storage system



Everyday life at home puts high demands on storage systems. The BESTÅ storage system has been rigorously tested to meet our strict standards for quality, strength, durability and safety, as well as the highest standards for domestic use. This means that we can offer you a 10-year guarantee against defects in materials and workmanship, covering the BESTÅ storage system.

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

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The products stated in this brochure have a 10-year guarantee.

How long is this guarantee valid?

The guarantee for the BESTÅ storage system remains in force for ten (10) years and is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

What is covered under this guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship in all BESTÅ storage system.

This guarantee is to the benefit of the original purchaser of the product. It is not transferable.

What is covered under this guarantee:

- Frames
- Doors and drawer fronts
- Shelves
- Top panels
- Legs
- Suspension rail
- Drawers frames and slides
- Hinges including soft-closing/push-open devices
- Bottle rack

What products are not covered under this guarantee?

- BESTÅ boxes grey felt
- BESTÅ BURS serie

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 it is considered covered, through its own service operations, IKEA 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 incurs, provided that the product is accessible for repair without special expenditure. This does not apply to any repair work not authorised 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 that have been stored or installed incorrectly, used inappropriately, abused, misused, altered or cleaned with wrong cleaning methods or cleaning products.

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

This guarantee does not apply if products have been placed outdoors or in a humid environment e.g. a bathroom.

This guarantee does not cover consequential or incidental damages.

Accessories that do not affect the basic function of the product are not included in the guarantee.

Care instructions

Assemble according to the assembly instructions and secure the correct wall attachment with the correct components. Keep in mind that different wall materials require different types of wall fittings. If you are uncertain, contact your local hardware specialist.

Check regularly that all assembly fastenings are properly tightened and retighten when necessary.

Tempered glass shall be handled with care! A damaged edge or scratched surface can cause the glass to suddenly crack or break. Avoid bumps from the side – this is where the glass is most vulnerable.

Tempered glass is 4-5 times stronger and more resistant to breaking than regular glass. If it breaks, it shatters into many granular pieces to reduce the risk of injury.

Follow the recommendations regarding max. load on each part of the furniture.

Wipe clean with a damp cloth. Wipe dry with a clean 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 assistance

Contact your local IKEA store. You will find the address and phone number 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

