

Office chairs

guarantee
information

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FLINTAN, MARKUS, HATTEFJÄLL,
JÄRVFJÄLLET, ALEFJÄLL, TROLLBERGET,
LIDKULLEN, LÄKTARE, LÅNGFJÄLL and
FJÄLLBERGET

Everyday life at home and work puts high demands on office chairs. These work chairs have been tested according to high standards for office use (EN 1335, ANSI/BIFMA X5.1 for office chairs; EN16139, ANSI/BIFMA X5.1 for conference chairs) and meet our strict standards for quality and safety.

For this reason, we are able to offer a 10- year guarantee against defects in materials and workmanship in the moving parts and frame. 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 the guarantee valid?

The guarantee 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?

The guarantee covers defects in material and workmanship on the following parts of the work chair:

- The structural frame
- Moving parts

Moving parts are components with moving functions or adjustable functions. The guarantee covers the intended function for the components of the castors, gas cylinder, mechanism, armrest and back rest adjustment mechanism.

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 the product if it has 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 work chair has been placed outdoors or in a humid environment e.g. 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.

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 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](https://www.IKEA.com.au)

