

Gaming desks

guarantee
information

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UTESPELARE and FREDDE



Everyday life at home puts high demands on gaming desks. All our desks are rigorously tested to comply with our strict standards for quality and durability.

UTESPELARE gaming desks are developed according to the latest version of EN 12521 and ANSI/BIFMA X 5.5. FREDDE gaming desks are developed according to the latest version of EN 12521.

This means we can offer you a 3-year guarantee against defects in material and workmanship that covers UTESPELARE gaming desk and FREDDE gaming desk. This guarantee is subject to the terms and conditions stated in this folder.

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The gaming desks have a 3-year guarantee.

How long is the guarantee valid?

The guarantee for UTESPELARE gaming desk and FREDDE gaming desk and remains in force for (3) 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 UTESPELARE gaming desk and FREDDE gaming desk.

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

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 that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned using the wrong 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 or in a humid environment, e.g. bathroom.

This guarantee does not cover consequential or incidental damage.

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

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 assistance

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

