Desks and storage
BEKANT, IDÅSEN, GALANT, THYGE and HÄLLAN

10 Year Guarantee

IKEA®
Everyday life at home and work puts high demands on office furniture. BEKANT desk series, IDÅSEN series, GALANT storage system, THYGE desk and HÄLLAN cabinets have been tested according to the highest standards for office use (EN527, EN1730 and ANSI/BIFMA X:5.5 for desks, EN1730 and EN15372 for conference tables, EN14072, EN14073, EN14074, EN14749 and ANSI/BIFMA x5.9 for storage) 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 BEKANT desk series, IDÅSEN series, GALANT storage system, THYGE desk and HÄLLAN cabinets. This guarantee is subject to the terms and conditions stated in this folder.
How long is this guarantee valid?
The guarantee for the BEKANT desk series, GALANT storage system and HÅLLAN cabinets 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 materials, workmanship and function on all main parts in the BEKANT desk series, IDÅSEN series, GALANT storage system, THYGE desk and HÅLLAN cabinets from the date of purchase at IKEA.

What products are not covered under this guarantee?
The following products are not covered under the guarantee:

• BEKANT desk top shelf
• BEKANT screens

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 BEKANT desk series, IDÅSEN series, GALANT storage system, THYGE desk and HÅLLAN cabinets 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.

This guarantee does not cover consequential or incidental damages.
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.

How country, provincial and state law applies
This guarantee gives you specific legal rights, and is in addition to your statutory legal rights.

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.au
Let’s talk business, we’re here for you!

No matter what business you’re in, IKEA BUSINESS can help you. Your local business specialist can help you with anything from furnishing advice, bulk orders to product delivery and assembly service, so you can focus on running your business!

Visit ikea.com.au for more details
SAVE THE SALES 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 www.IKEA.com.au