

Seating furniture

guarantee
information

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Sofas, armchairs, sofa-beds
and footstools

Everyday life at home puts high demands on seating furniture. Our furniture are rigorously tested to comply with our strict standards for quality and durability as well as with the highest standards for domestic use. This means that we can offer you a 10-year guarantee on our sofa frames, armchair frames, sofa-bed frames and mechanisms and footstool frames. For some products, this involves a 25-year guarantee. The frames and mechanisms of our swivel/rocking armchair and recliners are covered by a 5-year guarantee. Guarantees are subject to the terms and conditions stated in this folder.

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The frames and mechanisms of our swivel/rocking armchairs and recliners have a 5-year guarantee.

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The frames and cushions of our sofas, sofa-beds, armchairs and footstools have a 10-year guarantee.

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The frames and cushions of STOCKHOLM sofas have an extended guarantee for 25 years.

How long is the guarantee valid?

The guarantee for our sofa frames, armchair frames, sofa-bed frames and footstool frames remains valid for 10 years and in some cases 25 years. For the swivel/rocking armchair frames and mechanisms and recliner frames and mechanisms we offer a 5-year guarantee. The guarantee is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

Products and parts not covered under this guarantee

This guarantee does not apply to:

- fixed covers
- fabric covers
- leather covers
- coated fabric covers
- POÄNG cushions
- seating furniture made of rattan, bamboo, or other natural fibres
- certain pouffes
- any inflatable seating furniture

What is covered under this guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship in frames and seat and back cushions when used with the intended frames.

Find out whether your seating furniture is covered by the IKEA guarantee by visiting [IKEA.com](https://www.ikea.com) or your local store. You can also contact the Customer Support Centre for more information.

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 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, 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. This guarantee does not cover consequential or incidental damage. For customers in the US only: Some states do not allow the limitation or exclusion of incidental or consequential damage, so this limitation or exclusion may not apply to you.

Our seating furniture is put to the test

At IKEA we test all our sofas, armchairs, sofa-beds and footstools to be sure that they're durable. And we're especially tough on the ones that have long guarantees. For example, we push one 100 kg weight onto the seat 50,000 times – and one 30 kg weight onto the back just as many times. We do all this to be sure that the frames retain their stability and that the cushions retain their resilience and comfort. The guarantees we provide are proof that our seating furniture can withstand being used often and for a long time – and thereby provide an assurance for you as a customer.

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

