

BESTÅ

storage solutions

guarantee
information

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BESTÅ products are rigorously tested to ensure that all parts meet our strict quality and durability standards and the highest requirements for household use. That's why we give you a free 10-year guarantee on the BESTÅ system covering defects in materials and finish. This guarantee is subject to the terms and conditions stated in this brochure.



How long is the guarantee valid?

The guarantee on the BESTÅ storage system is valid for 10 years, starting on the date of purchase/delivery. The original receipt is required as proof of purchase. This guarantee covers household use only.

What does this guarantee cover?

This guarantee covers defects in materials and finish of BESTÅ system products and the corresponding doors and drawer fronts.

Products that are not covered by this guarantee

This guarantee does not cover:
BESTÅ boxes, drawer dividers and drawer mats.

What will IKEA do to rectify a problem?

IKEA will examine the product and decide whether the problem is covered by this guarantee. After consulting with you, IKEA will repair the product, in-house or through an authorised service partner, or replace it with a similar product. In such cases, IKEA will pay the costs of parts and labour and the callout costs of repair staff, provided the product can be accessed for repair without extra costs. This does not apply to repairs that are not approved by IKEA or its authorized service partner. If IKEA no longer sells an article, IKEA will provide a suitable replacement. IKEA will identify a suitable replacement in consultation with you.

What does this guarantee not cover?

This guarantee does not cover products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered or cleaned in an incorrect way or with the wrong cleaning products.

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

This guarantee is voided if the product is left outdoors or in a humid environment such as a bathroom.

This guarantee does not cover consequential or incidental damage.

Care instructions

Tighten the screws of BESTÅ furniture after two weeks' use and check them a couple of times a year to ensure they remain tight.

For all surfaces (except glass): wipe clean with a cloth dipped in a mild, non-abrasive detergent. Dry with a dry cloth. For glass surfaces: wipe clean with a cloth moistened with water or glass cleaner. Rub dry with a clean cloth.

Special care must be taken with hardened glass. The glass may break suddenly if damaged along the edge or in the event of surface scratches. However, it will always break into small pieces rather than sharp splinters. For safety's sake, all BESTÅ furniture must be firmly anchored to the wall. Different wall materials require different types of fixings. Use the most suitable fixing solution for the walls in your home.

Application of the legal terms and conditions

This guarantee does not affect your rights with regard to hidden defects or the duty to supply a good as described in the Civil Code (of 1 September 2004 on protection in the event of the sale of consumer goods).

How to reach us

Contact your IKEA store. See [IKEA.be](https://www.ikea.be) for the address and phone number of your nearest IKEA store.



Do not discard your receipt!

It is your proof of purchase, which must be presented when making a claim under the guarantee. If you have any queries or you are not satisfied about anything, please contact IKEA through [IKEA.be](https://www.IKEA.be).

