

IKEA laundry

warranty
information



10 year limited warranty

Sinks, faucet, countertops,
frames and fronts



We offer you a 10-year limited warranty that covers defects in the material and workmanship on the ENHET system.

All indoor faucets have a 10-year limited warranty.

This limited warranty is valid for domestic use and is subject to the terms and conditions stated in this folder.

10

The ENHET system and faucets have a 10-year limited warranty.

How long is the limited warranty valid?

The limited warranty remains in force for the number of years stated and is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

What is covered under this limited warranty?

This limited warranty applies to domestic use only and covers defects in materials and workmanship.

10-year limited warranty

This limited warranty covers all the following parts of ENHET system:

- Cabinets
- Open frames
- Fronts
- Hinges
- Drawers
- Shelves
- Legs
- Accessories (Swivel shelf, hanging shelf insert, rail for hooks and hooks)

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 limited warranty. 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 limited warranty, 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.

After Sales service

In order to offer functional products that meet your needs and expectations we renew our product range every year. We provide a 2-year After Sales service for your IKEA doors and drawer fronts. This means that you can complement your laundry solution with doors, drawer fronts and plinths, as long as stocks last, up to two years after these products have been discontinued from the range. You can rely on the fact that we will always do all we can to make sure you are satisfied with your laundry solution from IKEA.

What is not covered under this limited warranty?

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

This limited warranty does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products.

This limited warranty does not cover incidental or consequential damage.

Assembly and Care instructions

To be able to rely on these limited warranties you need to follow the specific care instructions for every product. You will find all assembly and care instructions at [IKEA.ca](https://www.ikea.ca)

Installation

Laundry furniture must be fastened to the wall. Secure that the walls in your laundry room can support the weight of the furniture, as wrong installation may cause injury or damage. If you are uncertain about the installation, contact a professional. As wall materials vary, screws for fastening to wall are not included. For advice on suitable screw systems, contact your local specialized dealer.

How country and provincial law applies

This limited warranty gives you specific legal rights, and is in addition to your statutory legal rights.

How to reach us if you need assistance

Contact your local IKEA store. You will find the address and phone number to your nearest IKEA store at [IKEA.ca](https://www.ikea.ca)

Faucets

How long is the limited warranty valid?

The limited warranty for indoor faucets purchased at IKEA 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 limited warranty?

The 10-year limited warranty is valid for all indoor faucets at IKEA. This

limited warranty applies to domestic use only and covers defects in material and workmanship in all indoor faucets. Our indoor faucets are tested well beyond all relevant international standards and we use only top brand components to secure our 10 year limited warranty promise.

This limited warranty does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris. It also does not apply to the filter/aerator which should be cleaned regularly or replaced when worn out.

Follow our assembly instructions and care instructions carefully. This limited warranty does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products.

The 10 year limited warranty does not apply if the products have been used for public use, outdoors or in a corrosive environment. It also does not cover accidental damage.

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 limited warranty. If considered covered, IKEA through its own service operations, will then, at its sole discretion, replace it with the same or a comparable product. If it is covered by this limited warranty, IKEA will pay the costs of replacing it, labour and travel for staff, that IKEA incur, provided that the product is accessible for replacement without special expenditure. This does not apply to any work not authorized by IKEA. Replaced faucet becomes 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.

Certification

Certain countries have introduced statutory requirements for the approval and certification of faucets. Our faucets have been approved and certified to meet the relevant demands in every market.

How country and provincial law applies

This limited warranty gives you specific legal rights, and is in addition to your statutory legal rights.

How to reach us if you need assistance

Contact your local IKEA store. You will find the address and phone number to your nearest IKEA store at [IKEA.ca](https://www.IKEA.ca)

Save the receipt

It is your proof of purchase and required for the limited warranty to apply. If anything happens, or if you're not satisfied, just contact IKEA at [IKEA.ca](https://www.IKEA.ca)

