

PAX/KOMPLEMENT

warranty
information

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10 year limited warranty

Wardrobes and interior organizers



Everyday life at home puts high demands on wardrobes. PAX/KOMPLEMENT wardrobes and interior organizers endure rigorous tests to meet our strict standards for quality, strength and durability. The PAX/KOMPLEMENT wardrobes and interior organizers are tested under the highest standards in domestic applications. That means we can offer you a 10-year limited warranty that covers PAX/KOMPLEMENT wardrobes and interior organizers marked with the logo, against defects in materials and workmanship. This limited warranty is subject to the terms and conditions stated in this brochure.

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The products stated in this brochure have a 10-year limited warranty.

How long is the limited warranty valid?

The limited warranty for PAX/KOMPLEMENT wardrobes and interior organizers 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?

This limited warranty applies to domestic use only for clothes and shoe storage and covers defects in material and workmanship in the following components of the PAX/KOMPLEMENT wardrobes and interior organizers:

- Frames
- Hinged doors and hinges
- Dividers for frames and shelf inserts for frames
- Sliding doors and sliding door mechanism
- KOMPLEMENT interior organizers

Products not covered under this limited warranty

KOMPLEMENT insert for jewelry, KOMPLEMENT insert with 4 compartments, KOMPLEMENT insert with compartments, KOMPLEMENT divider for pull-out tray, KOMPLEMENT box and KOMPLEMENT drawer mat.

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 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 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.

What is not covered under this limited warranty?

This limited warranty does not apply to the product if it has been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products.

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 if the product has been placed outdoors or in a humid environment e.g. bathroom.

This limited warranty does not cover consequential or incidental damages.

Care instructions

Assemble according to the assembly instruction and secure the wardrobe frames by fixing them to a wall. Keep in mind that different wall materials require different types of wall fittings. If you are uncertain, contact your local hardware specialist. Follow the recommended weight load.

Wipe clean with a cloth damped in mild cleaner. Then wipe clean with a dry cloth.

How country and provincial law applies

This limited warranty is to the benefit of the original purchaser of the product. All limited warranties on products sold within Canada are not transferable beyond the original purchaser with the exception of residents of the province of Saskatchewan.

This limited warranty gives you specific legal rights. This limited warranty does not, in any way, affect the rights given to you by law. You may also have other rights under applicable provincial law. IKEA is not responsible for incidental or consequential damages. Some provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on the limited warranties, so these exclusions or limitations may not apply to you.

How to reach us if you need service

Contact your local IKEA store. You will find the address and phone number at 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

