

BESTÅ

Storage system

warranty
information

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Limited 10 year warranty



Everyday life at home puts high demands on storage systems. The BESTÅ storage system has been rigorously tested to meet our strict standards for quality, strength, durability and safety, as well as the highest standards for domestic use. This means that we can offer you a 10-year limited warranty against defects in materials and workmanship, covering the BESTÅ storage system.

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 this limited warranty valid?

The limited warranty for the BESTÅ storage system 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 and covers defects in material and workmanship in all BESTÅ storage system.

This limited warranty is to the benefit of the original purchaser of the product. It is not transferable.

What is covered under this limited warranty:

- Frames
- Doors and drawer fronts
- Shelves
- Top panels
- Legs
- Suspension rail
- Drawers frames and slides
- Hinges including soft-closing/push-open devices
- Bottle rack

What products are not covered under this limited warranty?

- BESTÅ boxes gray felt
- BESTÅ BURS Series

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 it is considered covered, through its own service operations, IKEA 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 incurs, 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 products in the BESTÅ system that have been stored or installed incorrectly, used inappropriately, abused, misused, altered or cleaned with wrong cleaning methods or cleaning products.

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

This limited warranty does not apply if products have been placed outdoors or in a humid environment e.g. a bathroom.

This limited warranty does not cover consequential or incidental damages.

Care instructions

Assemble according to the assembly instructions and secure the correct wall attachment with the correct components. Keep in mind that different wall materials require different types of wall fittings. If you are uncertain, contact your local hardware specialist.

Check regularly that all assembly fastenings are properly tightened and retighten when necessary.

Tempered glass shall be handled with care! A damaged edge or scratched surface can cause the glass to suddenly crack or break. Avoid bumps from the side – this is where the glass is most vulnerable.

Tempered glass is 4-5 times stronger and more resistant to breaking than regular glass. If it breaks, it shatters into many granular pieces to reduce the risk of injury.

Follow the recommendations regarding max. load on each part of the furniture.

Wipe clean with a damp cloth. Wipe dry with a clean cloth.

How country, provincial and state 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 assistance

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 is required for the limited warranty to apply. If anything happens, or if you're not satisfied, just contact IKEA at IKEA.ca.

