

Work chairs

warranty
information

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10 year limited warranty

FLINTAN, MARKUS, HATTEFJÄLL,
JÄRVFJÄLLET, ALEFJÄLL, TROLLBERGET,
LIDKULLEN, MULLFJÄLLET, LÄKTARE,
TOSSBERG, LÅNGFJÄLL and
FJÄLLBERGET



Everyday life at home and work puts high demands on office chairs. These work chairs have been tested according to high standards for office use (EN 1335, ANSI/BIFMA X5.1 for office chairs EN16139, ANSI/BIFMA X5.1 for conference chairs) and meet our strict standards for quality and safety. For this reason, we are able to offer a 10-year limited warranty against defects in materials and workmanship in the moving parts and frame. 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 remains in force for 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 limited warranty covers defects in material and workmanship on the following parts of the work chair:

- The structural frame
- Moving parts

Moving parts are components with moving functions or adjustable functions. The limited warranty covers the intended function for the components of the castors, gas cylinder, mechanism, armrest and back rest adjustment mechanism.

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.

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 work chair has been placed outdoors or in a humid environment e.g. bathroom.

This limited warranty does not cover consequential or incidental damages.

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 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)

