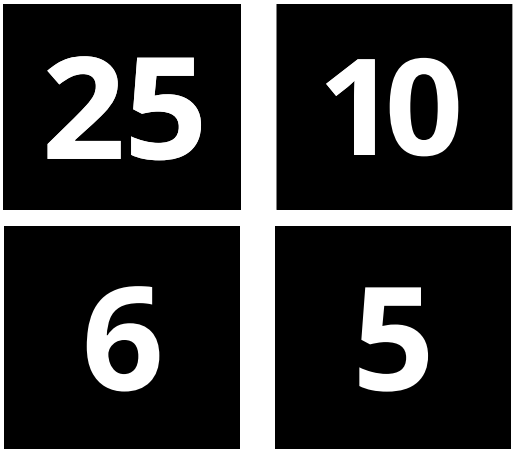
IKEA kitchen

limited warranty information



25 year, 10 year, 6 year and 5 year limited warranty

Kitchen cabinets, drawers, shelves, doors and drawer fronts, pre-cut countertops, appliances, sinks and faucets

Everyday life at home puts high demands on a kitchen, which is why we test our kitchens thoroughly to ensure that they can take being exposed to heavy weights, high temperatures and everyday use.

We offer you a 25-year limited warranty that covers defects in the material and workmanship on the SEKTION kitchen system along with a 10-year limited warranty on the ENHET open kitchen cabinets. All kitchen faucets have a 10-year limited warranty and IKEA appliances have a 6-year limited warranty (Except TILLREDA cooking appliances).

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

Valid for indoor use only.

This limited warranty works alongside the rights and remedies available to you under Québec's Consumer Protection Act. It does not give you any additional benefits, rights or remedies beyond those provided by law. Please also refer to page 10, section "Additional information for consumers in Québec".

25 The SEKTION kitchen system has a 25-year limited warranty.

10 The ENHET open kitchen cabinets has a 10-year limited warranty.

10 The kitchen faucets have a 10-year limited warranty.

6 Appliances have a 6-year limited warranty (Except TILLREDA cooking appliances).

5 The KNOXHULT kitchen system has a 5-year limited warranty.

SEKTION kitchen cabinets, drawers, shelves, door and drawer fronts, pre-cut countertops and sinks

How long is the limited warranty valid?

The limited warranty for the SEKTION kitchen system is valid for twenty-five (25) years 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 for the SEKTION kitchen system.

25-year limited warranty

This limited warranty covers all the following parts of the SEKTION kitchen system:

- Cabinet frames (except for TORNVIKEN and VADHOLMA)
- Doors and drawer fronts
- UTRUSTA hinges
- MAXIMERA fully-extending drawers
- UTRUSTA shelves of tempered glass and melamine
- Legs and toekick
- Cover panels
- Deco strips/mouldings
- Pre-cut countertops in laminate and wood
- Sinks (except FYNDIG sinks)

10-year limited warranty

UTRUSTA wire baskets, TORNVIKEN and VADHOLMA have a 10 year warranty.

5-year limited warranty

UTRUSTA electric push-opener.

ENHET open cabinets

How long is the limited warranty valid?

The limited warranty for ENHET open kitchen cabinets is valid for ten (10) years 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 is valid for products named ENHET. This limited warranty applies to domestic use only and covers defects in material and workmanship for the ENHET open kitchen cabinets.

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, accidents or waterborne debris.

KNOXHULT cabinets, drawers, shelves, doors, drawer fronts and countertop

How long is the limited warranty valid?

The limited warranty for KNOXHULT kitchen system is valid for five (5) years 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 is valid for all products named KNOXHULT. This limited warranty applies to domestic use only and covers defects in material and workmanship in the KNOXHULT kitchen system.

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, accidents or waterborne debris.

Products not covered under 25, 10 or 5 years limited warranty

Custom-made countertops and wall panels, knobs, handles, SUNNERSTA kitchen and FYNDIG sink.

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 cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.

Accessories that do not affect the basic function of the product are not included in the limited warranty.

Follow our assembly instructions, installation 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. This limited warranty does not cover incidental or consequential damage.

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 does not cover products that have been moved from their original location or have been reinstalled or reconfigured.

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

If you have any questions regarding your IKEA kitchen please call 1-866-866-4532 or visit us online at IKEA.ca.

Kitchen faucets

How long is the limited warranty valid?

The limited warranty for kitchen faucets purchased at IKEA is valid for ten (10) years 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 kitchen faucets at IKEA.

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

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, 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.

This 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.

Which kitchen faucets are not covered under this limited warranty?

KALLSJÖN outdoor faucet has a two (2) year limited warranty, valid from the date of purchase.

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 kitchen 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 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. It does not cover products that have been removed from their original locations or have been reinstalled.

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

If you have any questions regarding your IKEA kitchen faucet please call 1-866-866-4532 or visit us online at IKEA.ca.

Appliances

How long is the IKEA limited warranty valid?

This limited warranty is valid for six (6) years from the date of purchase. TILLREDA cooking appliances have a two (2) year limited warranty, valid from the original date of purchase. When this major appliance is operated and maintained according to instructions for use attached to or furnished with the product.

This limited warranty is valid in Canada and applies only when the major appliance is used in the country in which it was purchased. Outside Canada, this limited warranty does not apply.

Proof of original purchase date is required to obtain service under this limited warranty.

What does this limited warranty cover?

The limited warranty will pay for factory specified parts and repair labour to correct defects in materials or workmanship that existed when the major appliance was purchased. The exceptions are specified under the headline “What is not covered under this limited warranty?”.

Which appliances are not covered by the IKEA six (6) year limited warranty?

For cooking appliances named TILLREDA, a limited warranty is valid for two (2) years from the date of purchase.

What will be done to correct the problem?

The designated service company will examine the product and decide, at its sole discretion, if it is covered under this limited warranty. If considered covered, the designated service company will then repair the defect. Your sole and exclusive remedy under this limited warranty shall be product repair as provided herein.

Within the limited warranty period, the costs to remedy the fault e.g. repairs, parts, labour and travel will be covered, provided that the appliance is accessible for in-home repair without special expenditure.

Who will execute the service?

The designated service company will provide in-home service through its own service operations or authorized service partner network.

What is not covered under this limited warranty?

- Service calls to correct the installation of your major appliance, to instruct you on how to use your major appliance, to replace or repair house fuses, or to correct house wiring or plumbing.
- Service calls to repair or replace appliance light bulbs, air filters or water filters. Consumable parts are excluded from warranty coverage.
- Replacement parts or repair labour if this major appliance is used for other than normal, single-family household use or when it is used in a manner that is contrary to published user or operator instructions and/or installation instructions.
- Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical or plumbing codes, or use of consumables or cleaning products not approved for use.
- Cosmetic damage, including scratches, dents, chips or other damage to the finish of your major appliance, unless such damage results from defects in materials or workmanship and is reported within 7 days from the date of purchase or completed delivery date.
- Any food loss due to refrigerator or freezer product failures.
- Pick up and delivery. This major appliance is intended to be repaired in your home.
- Repairs to parts or systems resulting from unauthorized modifications made to the appliance.
- Expenses for travel and transportation for product service if your major appliance is located in a remote area where service by an authorized servicer is not available.
- The removal and reinstallation of your major appliance if it is installed in an inaccessible location or is not installed in accordance with published installation instructions.
- Replacement parts or repair labour on major appliances with original model/serial numbers that have been removed, altered or cannot be easily determined. This warranty is void if the factory applied serial number has been altered or removed from your major appliance.
- The cost of repair or replacement under these excluded circumstances shall be borne by the customer.

Disclaimer of Implied Warranties

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO SIX YEARS (TWO YEARS FOR APPLIANCES NAMED “TILLREDA” OR THE SHORTEST PERIOD ALLOWED BY LAW. Some provinces do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This limited warranty gives you specific legal rights, and you also may have other rights that vary from province to province.

Limitation of Remedies; Exclusion of Incidental and Consequential Damages

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. THE DESIGNATED SERVICE COMPANY SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some provinces do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This limited warranty gives you specific legal rights, and you also may have other rights that vary from province to province.

Additional information for consumers in Québec

This limited warranty is provided in addition to the rights and remedies available under the Consumer Protection Act (Québec). This limited warranty works alongside the rights and remedies available to you under Québec’s Consumer Protection Act. It does not give you any additional benefits, rights or remedies beyond those provided by law.

If you purchased a product in Québec, you may benefit from legal warranties under Québec law, including the legal warranty that goods must be fit for the purposes for which goods of that kind are ordinarily used, durable in normal use for a reasonable length of time, and free from hidden defects.

For prescribed goods, Québec law may also provide a warranty of good working order for the period prescribed by law.

Nothing in this brochure is intended to exclude, restrict, waive or modify any mandatory right or remedy available under Québec law.

How to reach us if you need our service

For support with TILLREDA appliances, please visit your local IKEA store for customer service or contact IKEA at 1-866-866-4532 or IKEA.ca

For all other appliances, please visit IKEA.ca or contact 1-866-866-4532. Please have the following information on-hand before contacting customer service: Order number, receipt number, article number, in addition to the model/serial number (found on the rating plate of the appliance).

Helpful information can also be found in the “troubleshooting” section of the use and care guide for each appliance.

If outside Canada, contact your authorized IKEA retailer to determine if another limited warranty applies.

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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