

Seating furniture

warranty
information



Limited 10 year and
25 year warranty

Sofas, armchairs, sofa-beds,
and footstools



Everyday life at home puts high demands on seating furniture. Our sofas are rigorously tested to comply with our strict standards for quality and durability as well as with the highest standards for domestic use. This means that we can offer you a Limited 10-year warranty against defects in materials and workmanship that covers our sofas, armchairs, sofa-beds, and footstools. On select seating furniture, this involves a Limited 25-year warranty. This limited warranty is subject to the terms and conditions stated in this brochure.

How long is the limited warranty valid?

The limited warranty for sofas, armchairs, sofa-beds, and footstools remains in force for 10 years or in some cases 25 years. The limited warranty is valid from the date of purchase. The original purchase receipt is required as proof of purchase. Find out whether your seating furniture is covered by IKEA limited warranty by visiting [IKEA.ca](https://www.ikea.ca) or your local store. You can also contact the Customer Service for more information.

Products and parts not covered under this limited warranty:

- Fabric covers
- Leather covers
- Coated fabric covers
- POÄNG cushions
- Seating furniture made from natural fibers (rattan, water hyacinth, bamboo or banana leaves)
- Select recliners
- Pouffes

What is covered under this limited warranty?

This limited warranty applies to domestic use only and covers defects in material and workmanship in frames, seat and back cushions when used with the intended frames. Find out whether your seating furniture is covered by IKEA limited warranty by visiting [IKEA.ca](https://www.ikea.ca) or your local store. You can also contact the Customer Service for more information.

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 products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned using the wrong cleaning methods or 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.

This limited warranty does not cover consequential or incidental damage.

Our seating furniture are put to the test

At IKEA, we test all our sofas, armchairs, sofa-beds, and footstools to ensure they're durable. And we're especially tough on the ones that have long limited warranties. For example, we push 100 kilo weights onto the seat 50,000 times and 30 kilo weights onto the back just as many times. We do all this to ensure the frames retain their stability and the cushions their resilience and comfort. The limited warranties we give are proof that our seating furniture can withstand frequent usage for a long period of time and an assurance for you as a customer.

Care instructions

The cushions need to be cared for so that they maintain their comfort. They need to be plumped up on a regular basis, at least once a month. They should also be alternated, so that the cushions used most often change places with those used less often. Tighten the screws on the legs after two weeks of use, and make sure they stay tight by checking them a couple of times per year.

Washable covers

- Follow the care and cleaning instructions
- Iron while still slightly damp
- Refit the cover while it is still slightly damp. The cover stretches more easily when damp, so it is easier and quicker to get it into the right shape. Note! It is important, however, that the cover is not too damp when it is replaced on the frame.

Leather

- Vacuum regularly with a soft vacuum brush
- Keep leather furniture out of direct sunlight and leave a gap of at least 30 cm (12") to any sources of heat in order to prevent the leather from drying out
- Clean thoroughly once or twice a year using leather care products
- Never clean with detergents
- White or light-coloured leather furniture is sensitive to strong colours like those in red wine or coffee. For that reason, it is important to wipe off immediately.

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 service

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

