

Office desks, tables and storage

guarantee
information

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MITTZON, GALANT, IDÅSEN,
RODULF and TROTTE



Everyday life at home and at work puts high demands on office furniture, which is why we test our office desks, tables and storage units thoroughly to ensure they can withstand the everyday usage in a home and an office environment. MITTZON, GALANT, IDÅSEN, RODULF and TROTTEEN are all tested for office use and meets the requirements for safety, durability and stability according to EN and ANSI/BIFMA standards.

We offer a 10-year guarantee that covers defects in material, workmanship and function on the MITTZON, IDÅSEN and TROTTEEN table tops, underframes for table tops and storage units, RODULF table tops and underframes, GALANT storage units and cabinets, and tables.

This guarantee is valid for domestic and non-domestic office use and is subject to the terms and conditions stated in this folder.

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The table tops, underframes for table tops, tables and storage stated in this folder have a 10-year guarantee.

How long is this guarantee valid?

The guarantee remains in force for the numbers of years stated below and is valid from the date of purchase. A proof of purchase is required.

What is covered under this guarantee?

This guarantee applies to domestic and non-domestic office use as stated below. It covers defects in materials, workmanship and function.

10-year guarantee

This guarantee covers the following parts of

- MITTZON, IDÅSEN – table tops, underframes for table tops and storage units
- GALANT – storage units and cabinets
- RODULF – table tops, underframes
- TROTTE – table tops, underframes and storage units

Products not covered under 10-year guarantee:

- TROTTE notice board
- ROTHULT smart lock

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 guarantee. 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 guarantee, 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 guarantee?

This guarantee does not apply to products in the MITTZON, GALANT, IDÅSEN, RODULF and TROTTE series that have been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products.

This guarantee does not cover consequential or incidental damages.

Assembly and Care instructions

To be able to rely on these guarantees you need to follow the specific care instructions for every product. You find all assembly and care instructions at www.IKEA.com.

Some office cabinets and storage units must be fixed to the wall. Secure that you attach them properly. All wall materials vary, screws for fixing to wall are not included. For advice on suitable screw systems, contact your local specialized dealer.

Tighten the screws after two weeks of use, and make sure they stay tight by checking them a couple of times per year.
For all surfaces: wipe clean with a cloth dampened with a mild detergent, then dry with a dry cloth.

Swiss law applies

IKEA guarantees are governed by Swiss substantive law.

General legal entitlements

This guarantee grants you certain legal entitlements. However, it shall in no way affect other legal entitlements guaranteed by law.

How to reach us if you need service

Contact your local IKEA store. You will find the address and phone number at www.IKEA.ch/service. You can get in touch with us by telephone on +41 58 515 03 86 (freephone).

Save the receipt

It is your proof of purchase and required for the guarantee to apply. If anything happens, or if you're not satisfied, just contact IKEA at IKEA.ch

