

Seating furniture

**sofas, armchairs, sofa-beds,
and footstools**

guarantee
information

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Everyday life at home puts high demands on seating furniture. Our furniture 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 10-year guarantee against defects in materials and workmanship that covers frames and cushions of our sofas, armchairs, sofa-beds, and footstools. For some products, this involves a 25-year guarantee. Guarantees are subject to the terms and conditions stated in this folder.

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The products stated in this brochure have a 10- or 25-year guarantee.

How long is the guarantee valid?

The guarantee for sofas, armchairs, sofa-beds, and footstools remains in force for 10 or in some cases 25 years. The guarantee is valid from the date of purchase. A proof of purchase is required.

Products and parts not covered under this guarantee

This guarantee does not apply to:

- fabric covers
- leather covers
- coated fabric covers
- POÄNG cushions
- seating furniture made of rattan, bamboo, or other natural fibers
- some recliners
- pouffes

What is covered under this guarantee?

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

What will IKEA do to correct the problem?

IKEA will inspect the product and decide at its own discretion whether it is covered by the warranty. If it is, IKEA will either repair the defective product or replace it with the same or a comparable product. If it is covered by the warranty, IKEA will cover the costs of repairs, spare parts, labour and travel expenses for repair personnel incurred by IKEA, provided that the product is accessible for repair without any special effort. This does not apply to repair work not authorised by IKEA. Replaced parts become the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide a reasonable replacement. It is IKEA's sole discretion to decide what is a reasonable replacement.

Guarantee terms and conditions

The guarantees shall be valid from the date of purchase. In the case of delivered items, this shall be the delivery date. Proof of purchase is required.

What is not covered under this guarantee?

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

This guarantee does not apply if the product has been placed outdoors or in a humid environment.

This guarantee does not cover consequential or incidental damage.

Our seating furniture is put to the test

At IKEA we test all our sofas, armchairs, sofa-beds, and footstools to be sure that they're durable. And we're especially tough on the ones that have long guarantees. For example, we push one 100 kg weight onto the seat 50,000 times – and one 30 kg weight onto the back just as many times. We do all this to be sure that the frames retain their stability and that the cushions retain their resilience and comfort. The guarantees we provide are proof that our seating furniture can withstand being used often and for a long time – and thereby provide an assurance for you as a customer.

Care instructions

In order for the guarantees to be valid, the specific care instructions for each product must be observed.

These are available at IKEA stores and on the IKEA website at www.IKEA.ch

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 contact us

Have you been unable to find an answer to your question at www.IKEA.ch/service? You can get in touch with us by telephone on +41 58 515 03 86 (freephone).

Please take good care of your proof of purchase.

This proof is necessary in order for claims under guarantee to be valid.

Save the receipt

Your proof of purchase
is required for the warranty
can be validated.

If you have any questions,
simply contact IKEA at [IKEA.ch](https://www.ikea.ch)

