

# Work chairs

## guarantee information

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ALEFJÄLL, FJÄLLBERGET, FLINTAN,  
GRÖNFJÄLL, HATTEFJÄLL,  
JÄRVFJÄLLET, LÄKTARE, LÅNGFJÄLL,  
LIDKULLEN, MARKUS, MULLFJÄLLET,  
SMÖRKULL, TROLLBERGET



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 EN 16139, 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 guarantee against defects in materials and workmanship in the moving parts and frame. This guarantee is subject to the terms and conditions stated in this folder.

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

### **How long is the guarantee valid?**

The guarantee remains in force for 10 years and is valid from the date of purchase. A proof of purchase is required.

### **What is covered under this guarantee?**

The guarantee 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 guarantee 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 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.

### **What is not covered under this guarantee?**

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

This guarantee does not cover consequential or incidental damages.

### **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](http://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](http://www.IKEA.ch/service)? You can get in touch with us by telephone on +41 58 515 0386 (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 guarantee to apply.  
If you have any questions, simply  
contact IKEA at [IKEA.ch](https://www.IKEA.ch)

