

# PAX/KOMPLEMENT

guarantee  
information

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Wardrobe frames, doors and interior  
organisers



Everyday life at home puts high demands on storage system. PAX and KOMPLEMENT wardrobe frames, doors and interior organisers are rigorously tested to comply with our strict standards for quality/strength/durability/safety as well as with the highest standards for domestic use. This means that we can offer you 10-year guarantee against defects in materials and workmanship that covers PAX and KOMPLEMENT wardrobe frames, doors and interior organisers. 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 this guarantee valid?**

The guarantee for PAX and KOMPLEMENT wardrobe frames, doors and interior organisers 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?**

This guarantee applies to domestic use only and covers defects in material and workmanship in all PAX and KOMPLEMENT wardrobe frames, doors and interior organisers. A proof of purchase is required.

**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 that have been stored or installed incorrectly, used inappropriately, abused, misused, altered or cleaned with wrong cleaning methods or cleaning products.

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

This guarantee does not apply if products has been placed outdoors or in a humid environment e.g. bathroom.

This guarantee does not cover consequential or incidental damages.

### **Care instructions**

Assemble according to the assembly instruction and secure the wardrobe frames by fixing them to a wall. Keep in mind that different wall materials require different types of wall fittings. If you are uncertain, contact your local hardware specialist.

Wipe clean with a cloth dampened in mild cleaner. Then wipe clean 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 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 03 86 (freephone). Please take good care of your proof of purchase. This proof is necessary in order of claims under guarantee to be valid.

## **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](http://IKEA.ch)

