

Work chairs

guarantee
information

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



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 EN16139, 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 ten (10) years and is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

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 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 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.

How country, provincial and state law applies

The buyer has rights under Chapter 5 of the Consumer Protection Act, which are not limited by this guarantee.

If you need more information

Contact IKEA Customer Service or your nearest IKEA store. Contact details can be found at IKEA.ee.

Save the receipt

The guarantee is only valid when the purchase can be verified by presenting a receipt, order confirmation or other proof of payment of the product and the date of purchase. If you used a purchase

IKEA Family membership card, the purchase details will be saved in your membership profile and you do not need a receipt. If you have any problems or are not satisfied with the product, please contact: [IKEA.ee](https://ikea.ee).

