

Desks, tables and storage

guarantee
information

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BEKANT, IDÅSEN, GALANT, THYGE,
RODULF, TOMMARYD, TROTTEN
and HÄLLAN



Everyday life at home and work puts high demands on office furniture. BEKANT series, IDÅSEN series, GALANT storage system, THYGE, RODULF desk, TROTTEEN series, TOMMARYD table and HÄLLAN cabinets have been tested according to the highest standards for office use (EN 527-2, EN527- 3, EN1730 and ANSI/BIFMA X:5.5 for desks, EN1730 and EN15372 for conference tables, EN14072, EN14073, EN14074, EN14749 and ANSI/BIFMA x5.9 for storage) and meets our strict standards for quality and durability. For this reason, we are able to offer a 10- year guarantee against defects in materials, workmanship and function on all main parts in the BEKANT series, IDÅSEN series, GALANT storage system, THYGE, RODULF desk, TROTTEEN series, TOMMARYD table and HÄLLAN cabinets. 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 the BEKANT series, IDÅSEN series, GALANT storage system, THYGE, RODULF desk, TOMMARYD table, TROTTE series and HÄLLAN cabinets 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 materials, workmanship and function on all main parts in the BEKANT series, IDÅSEN series, GALANT storage system, THYGE, RODULF desk, TOMMARYD table, TROTTE series, and HÄLLAN cabinets from the date of purchase at IKEA.

What products are not covered under this guarantee?

The following products are not covered under the guarantee:

- BEKANT screens
- ROTHULT smart lock
- ELLOVEN notice board

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 BEKANT series, IDÅSEN series, GALANT storage system, THYGE, RODULF desk, TOMMARYD table, TROTTE series and HÄLLAN cabinets 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 normal wear and tear, cuts or scratches, or damage caused by impacts or accidents. This guarantee does not apply if the products have been placed outdoors, in prolonged direct sunlight or in a humid environment e.g. bathroom.

This guarantee does not cover consequential or incidental damages.

Care instructions

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.

If you need more information

Contact IKEA Customer Service or your nearest IKEA store. Contact details can be found at [IKEA.ee](https://www.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://www.ikea.ee).

