

Work chairs

guarantee
information

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



IKEA work chairs are rigorously tested to comply with our strict standards for quality and safety as well as with the highest standards for domestic use.

That means we can offer you a 10-year guarantee against defects in materials and workmanship.

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-year guarantee.

How long is the guarantee valid?

The commercial guarantee for IKEA work chairs remains in force for ten (10) years. The guarantee 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 applies to domestic use and 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, the customer will choose between having the defective product repaired or replaced, unless one of the options is impossible or disproportionate. In case of repair, IKEA will pay the costs of repairs, spare parts, labour and travel for repair staff, that IKEA incurs. This does not apply to any repair work not authorized by IKEA. Replaced parts become the property of IKEA.

In case of replacement, 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. If neither the repair nor the replacement of the defective product is possible, the customer will choose between a price discount or the termination of the contract. Contract termination will not apply in case of minor defect.

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 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 product has been placed outdoors or in a humid environment. This guarantee does not cover consequential or incidental damage.

How country, provincial and state law applies

Under current consumer protection law, customers benefit from a legal guarantee period, during which IKEA will be responsible for defective products, starting from the product's delivery date. For specific products, IKEA offers a voluntary additional guarantee (commercial guarantee). This commercial guarantee gives you specific legal rights, and is in addition to your statutory legal rights.

Need help?

Contact us at [IKEA.es/contacta](https://www.ikea.es/contacta).

Save the receipt

It is your proof of purchase and required for the guarantee to apply. If anything happens, please contact us.

