

# **IKEA**

## **kitchen**

guarantee  
information

**25**

**10**

**5**

Appliances, sinks, taps, worktops, frames, fronts  
and fixed inside



**Products not covered under 25, 10 or 5 years guarantee:**

Knobs, handles, KNOXHULT kitchen, SUNNERSTA kitchen and FYNDIG sink.

**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.

**After Sales service**

In order to offer functional products that meet your needs and expectations we renew our product range every year. We provide a 2-year After Sales service for your IKEA kitchen doors and drawer fronts. This means that you can complement your kitchen with doors, drawer fronts, plinths, deco strips, mouldings and cover panels, as long as stocks last, up to two years after these products have been discontinued from the range.

**What is 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. It also does not cover accidental 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://ikea.es/contacta).

## Taps

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

The guarantee for indoor kitchen mixer taps purchased at IKEA 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.

### **Which kitchen mixer taps are not covered under this guarantee?**

LAGAN mixer tap and KALLSJÖN outdoor mixer tap.

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

The 10-year guarantee is valid for all kitchen mixer taps at IKEA. This guarantee applies to domestic use only and covers defects in material and workmanship in all kitchen mixer taps.. Our kitchen mixer taps are tested well beyond all relevant international standards and we use only top brand components to secure our 10 year guarantee promise.

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris. It also does not apply to the filter/aerator which should be cleaned regularly or replaced when worn out.

Follow our assembly instructions and care instructions carefully. 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.

The 10 year guarantee does not apply if the products have been used for public use, outdoors or in a corrosive environment. It also does not cover accidental damage.

### **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.

### **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.

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## Appliances

### How long is the guarantee valid?

The free five-year (5) guarantee is valid for domestic IKEA kitchen appliances. TILLREDA and LAGAN appliances have a three (3) year guarantee.

The original purchase receipt is required as proof of purchase.

If service work is carried out under guarantee, this will not extend the guarantee period for the appliance, or for the new parts.

### What is covered under this guarantee?

The guarantee covers faults of the appliance, which have been caused by faulty construction or material faults. This guarantee applies to domestic use only. The exceptions are specified under the headline "What is not covered under this guarantee?"

### What will IKEA do to correct the problem?

The manufacturer's customer service or designated service company will examine the product and decide, at its sole discretion, if it is covered under this guarantee.

If considered covered, the defective product will either be repaired or replaced with the same or a comparable product.

Within the guarantee period, the costs to remedy the fault e.g. repairs, parts, labour and travel will be covered, provided that the appliance is accessible for repair without special expenditure.

On these conditions the EU guidelines (Nr. 99/44/EG) and the respective local regulations are applicable. Replaced parts become the property of IKEA. If the designated service company repairs or replaces the appliance under the terms of this guarantee, the designated service company will re-install the repaired appliance or install the replacement, if necessary. The operation is covered if the product is easily accessible for repair. If the product is installed in a not standard built-in solution the customer has to make the product accessible before the service visit.

### Who will execute the service?

The designated service company or the manufacturer's customer service will provide the service.

### What is not covered under this guarantee?

- Deliberate or negligent damage, damage caused by failure to observe operating instructions, incorrect installation or by connection to the wrong voltage, damage caused by chemical or electro-chemical reaction, rust, corrosion or water damage including but not limited to damage caused by excessive lime in the water supply, damage caused by abnormal environmental conditions.
- Consumable parts including batteries and lamps.
- Non-functional and decorative parts which do not affect normal use of the appliance, including any scratches and possible colour differences.
- Accidental damage caused by foreign objects or substances and cleaning or unblocking of filters, drainage systems or soap drawers.
- Damage to the following parts: ceramic glass, accessories, crockery and cutlery baskets, feed and drainage pipes, seals, lamps and lamp covers, screens, knobs, casings and parts of casings. Unless such damages can be proved to be due to production faults.
- Cases where no fault could be found during a technician's visit.
- Repairs not carried out by our appointed service providers and/ or an authorised service contractual partner or where nonoriginal parts have been used.
- Repairs caused by installation which is faulty or not according to specification.
- The use of the appliance in a non-domestic environment i.e. professional use.
- Transportation damages. If a customer transports the product to their home or other address, IKEA is not liable for any damage that may occur during transport.
- Cost for carrying out the initial installation of the IKEA appliance.

These restrictions do not apply to fault-free work carried out by a qualified specialist using our original parts in order to adapt the appliance to the technical safety specifications of another EU country.

### **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.

### **Area of validity**

For appliances which are purchased in one EU country and taken to another EU country, the services will be provided in the framework of the guarantee conditions normal in the new country. An obligation to carry out services in the framework of the guarantee exists only if the appliance complies and is installed in accordance with:

- ◆ the technical specifications of the country where the guarantee claim is made.
- ◆ the assembly and installation instructions and safety information that come with the appliance.

### **Need help?**

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

### **How to reach us if you need service support after buying**

Please ring the number given in the documentation that comes with the product. To make sure that we can give you the best assistance, please read the Instructions for Use carefully before contacting us. Please also have the IKEA article number for your appliance at hand before calling us. You'll find this 8-digit number on your receipt as well as on the rating plate of the appliance.

## Save the receipt

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

