

SENSUELL

cookware

Free
25
Year
Guarantee



Everyday life at home puts high demands on our range of cookware products. Our range of SENSUELL cookware is rigorously tested to comply with our strict standards for quality, safety and durability as well as with the highest standards for domestic use. We therefore guarantee that SENSUELL cookware will last for 25 years of normal domestic use, provided that our care instructions are followed. This guarantee is subject to the terms and conditions stated in this booklet.





How long is the guarantee valid?

The guarantee for SENSUELL cookware products remains in force for twenty five (25) years and is valid from the date of purchase, or, delivery date if later. The original purchase receipt, or email confirmation is required as proof of purchase.

Provided that our care instructions are followed, we guarantee that our range of SENSUELL cookware products will last for 25 years, subject to normal everyday domestic use (cooking and washing once a day).

What is covered under this guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship in all SENSUELL cookware products.

The guarantee covers the base of the cookware. We guarantee that the base will retain its shape and therefore its heat conducting qualities.

The guarantee is also valid if you wash your cookware in a domestic dishwasher. The stainless steel cookware is dishwasher safe.

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SENSUELL pot with lid 5.5 l,
stainless steel



SENSUELL pot with lid 4 l,
stainless steel



SENSUELL sauteuse 3 l,
stainless steel



SENSUELL frying pan Ø32 cm,
stainless steel



SENSUELL frying pan Ø28 cm,
stainless steel



SENSUELL frying pan Ø24 cm,
stainless steel



SENSUELL saucepan with lid 2.4 l,
stainless steel



SENSUELL 4-piece cookware set,
stainless steel

Products not covered under this guarantee

No exceptions.

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 authorised by IKEA. Replaced parts become the property of IKEA. If the product is no longer sold by IKEA, IKEA will provide an appropriate replacement at its sole discretion. An appropriate replacement constitutes a product of the same type in the same price range as the original. If you prefer to upgrade to a product of a higher specification you may request this but IKEA will then charge you the difference between the price of the like-for-like replacement and the requested replacement product.

What is not covered under this guarantee?

This guarantee does not cover changes in the appearance of the cookware unless they have a significant effect on functionality. This guarantee does not apply to products that have been stored, incorrectly, used inappropriately, abused, misused, altered, or cleaned using the wrong cleaning methods or 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.

Care instructions

All cookware with a stainless steel coating can be washed in a dishwasher.

Steel wool or abrasive sponges should never be used to clean the cookware since they can damage the surface.

When cooking food in a pot with a stainless steel coating, always add salt to the water after the water has been brought to the boil. Adding salt to cold water can cause salt stains that will eventually cause corrosion.

The base of a cookware is slightly concave when cold, but expands to flatten out when heated. Because of this, you should always leave the cookware to cool off before cleaning it. This allows the base to resume its shape and helps to prevent it from becoming uneven with use. It is also important that you never let the cookware boil dry, because this can cause the base to become distorted.

General legal rights

This guarantee gives you specific legal rights and is provided to you in addition to the rights given to you by law. It does not in any way affect the rights given to you by law. Items excluded from this guarantee may still be covered by the rights given to you by law.

How to reach us if you need assistance

Visit your local IKEA store or contact us at [IKEA.com](https://www.ikea.com)

Scan the QR codes below for your country.



In the UK



In Ireland

Save the sales receipt*

It is your proof of purchase and required for the guarantee to apply.

* or email confirmation if ordered online.

If anything happens, or if you're not satisfied, just contact IKEA at IKEA.com

