

# Work chairs

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





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 meets 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 booklet.



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

The guarantee remains in force for ten (10) 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.

## **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 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 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.

## **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 service**

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](http://IKEA.com)

