

Office chairs

limited warranty
information

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MULLFJÄLLET, MARKUS, LÅNGFJÄLL,
HATTEFJÄLL, ALEFJÄLL, JÄRVFJÄLLET,
TROLLBERGET, LIDKULLEN, 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 meet our strict standards for quality and safety. For this reason, we are able to offer a 10-year limited warranty against defects in materials and workmanship in the moving parts and frame. This limited warranty is subject to the terms and conditions stated in this folder.

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The products stated in this booklet have a 10-year limited warranty.

How long is the limited warranty valid?

The limited warranty remains in 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 limited warranty?

The limited warranty covers defects in material and workmanship on the following parts of the office chair:

- The structural frame
- Moving parts

Moving parts are components with moving functions or adjustable functions. The limited warranty covers the intended function for the components of the casters, 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 limited warranty. 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 limited warranty, IKEA will pay the costs of repairs, spare parts, labor and travel for repair staff that IKEA incurs, 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 limited warranty?

This limited warranty 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 limited warranty does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.

This limited warranty does not apply if the office chair has been placed outdoors or in a humid environment, e.g., bathroom.

This limited warranty does not cover consequential or incidental damages.

For customers in the US only: Some states do not allow the limitation or exclusion of incidental or consequential damage, so this limitation or exclusion may not apply to you.

How country and state law applies

This limited warranty gives you specific legal rights, and is in addition to your statutory legal rights.

How to reach us if you need service

Contact your local IKEA store. You will find the address and phone number at IKEA-USA.com/stores

Save the receipt

It is your proof of purchase and required for the limited warranty to apply. If anything happens, or if you're not satisfied, just contact IKEA at [IKEA-USA.com/contactus](https://www.IKEA-USA.com/contactus)

