

**PAX wardrobes and
KOMPLEMENT interior organizers**



PAX wardrobes and KOMPLEMENT interior organizers

IKEA India Private Limited ("we/our/us/IKEA") is a private limited company incorporated in India having its registered office at Unit No. 421, DLF tower A, Jasola District Centre, New Delhi - 110 044, with a vision to create a better everyday life for the many people. To accomplish this vision, we at IKEA reach out to the many people through multiple channels to demonstrate and showcase our products and range and their effective utilization in the homes of the many people. To facilitate that vision, we offer warranty on PAX and KOMPLEMENT range of products.

Everyday life at home puts high demands on wardrobes. PAX wardrobes and KOMPLEMENT interior organizers endure rigorous tests to meet our strict standards for quality, strength, and durability. The PAX wardrobes and KOMPLEMENT interior organizers are tested under the highest standards in domestic applications. That means we can offer you a 10-year limited warranty that covers PAX wardrobes and KOMPLEMENT interior organizers against defects in materials and workmanship. This limited warranty is subject to the terms and conditions stated below: .

How long is this limited warranty valid?

The warranty for PAX wardrobes and KOMPLEMENT interior organizers 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 to avail the warranty.

What is covered under this limited warranty?

This limited warranty applies to domestic use only, and covers defects in material and workmanship in the following components of the PAX wardrobes and KOMPLEMENT interior organizers:

- Frames
- Hinged
- Doors and hinges
- Dividers for frames, shelf inserts, and sectioned shelves.
- Sliding doors and sliding door mechanism
- KOMPLEMENT interior organizers

PAX wardrobes and KOMPLEMENT interior organizers

Products not covered under this limited warranty

KOMPLEMENT insert for pull-out tray, KOMPLEMENT jewellery insert for pull-out tray, KOMPLEMENT divider for pull-out tray, and KOMPLEMENT tray 3-pack, box, drawer mat, and pull-out mirror with hooks. PAX wardrobes and KOMPLEMENT interior organizers bought from the circular hub/ "As-Is" shall not be covered under this warranty.

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.
- In case unable to decide then our team will visit the house to identify the warranty issue and 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 incur, provided that the product is accessible for repair without special expenditure.
- This warranty shall not apply to any repair work not authorized by IKEA.
- Replaced parts/products 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.
- In case of replacement of the product, the customer shall be given a few comparable options to choose from and If the customer selects an option within the segment that is other than what is suggested by IKEA, if there is a price change higher difference will be paid by customer and if price difference is lower IKEA will be liable to repay the excess amount.

What is not covered under this limited warranty?

- This limited warranty does not apply to products that have been stored or installed incorrectly either by customer, third-party, or any other vendor not approved by IKEA, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or cleaning products.
- Product defect due to dampness in wall, water usage, weight kept other than allowed mentioned weight.
- This limited warranty does not cover normal wear and tear, cuts, scratches, or damage caused by impacts or accidents.

PAX wardrobes and KOMPLEMENT interior organizers

- This limited warranty does not apply if products have been placed outdoors or in a humid environment, e.g., a bathroom, damp wall, Termites, Fungus or damaged due to water usage.etc.
- This limited warranty does not cover consequential or incidental damages.
- Warranty is not valid if the assembly was not done as per instruction.
- If the third-party assembler has not followed instruction manual or damaged the product.
- Any modifications or alterations made to the products post purchase.

Care instructions

- Assemble according to the assembly instruction and secure the wardrobe frames by fixing them to a wall.
- Keep in mind that different wall materials require different types of wall fittings.
- If you are uncertain, contact your local hardware specialist.
- Follow the recommended weight loads.
- Wipe clean with a cloth damped in mild cleaner, then wipe clean with a dry cloth.

To avail the warranty:

- At the time of delivery, examine the product carefully for damaged parts. If any part of the product arrives damaged, please notify us within 24 hours of the receipt of delivery. We will arrange a replacement.
- We may request for images or videos of such damage.
- If the physical damage is not reported within 24 hours days of receipt of delivery, claims of damage will not be considered valid.

How to reach us if you need service

Please contact our customer support center through Chat, email or on the toll-free number 1800 419 4532"