

Seating furniture

sofas, armchairs, sofa-beds, and footstools

10

Limited Warranty for Seating Furniture

Everyday life at home puts high demands on seating furniture. Our furniture is rigorously tested to comply with our strict standards for quality and durability as well as with the highest standards for residential use. This means that we can offer you a 10-year (as the case maybe) limited warranty against defects in materials and workmanship that covers frames and cushions of our sofas, armchairs, sofa beds and footstools. This limited warranty is subject to the terms and conditions stated in this booklet.

How long is the limited warranty valid?

The limited warranty for sofas, armchairs, sofa beds and footstools remain in force for ten (10) as elaborated below. The limited warranty is valid from the date of purchase. The original purchase receipt is required as proof of purchase. Warranty claim can be done only once in 10 years.

Please refer to label on article for no. of years under warranty.

Products and parts not covered under this limited warranty

This limited warranty does not apply to:

- fabric covers
- leather covers
- coated fabric covers
- POÄNG cushions
- seating furniture made of rattan, bamboo, or other natural fibers
- some recliners
- pouffes

What is covered under this limited warranty?

This limited warranty applies to residential use only and covers defects in material and workmanship in frames and seat and back cushions when used with the intended frames. This Warranty is to the benefit of the original purchaser of the product. It is not transferable.



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. 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, assembled, or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned using the wrong cleaning methods or 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 product has been placed outdoors or in a humid environment.
- This limited warranty does not cover consequential or incidental damage.
- Unauthorized service during the warranty period
- Warranty is NOT valid if the original configuration of the seating furniture is changed.
- Minor imperfections such as slight cosmetic flaws.
- Stains, tears, burns and discoloration that occur over time and/or are caused by the customer.
- Personal/medical/any other opinions or preferences regarding the softness, firmness or attributes of seating furniture.
- Physical damage to the seating furniture caused by the customer.
- Allergies or sensitivities to fabrics or materials.
- Damage caused by animals, rodents, or children.
- Naturally occurring aromas from foam, cotton, or other materials.

Care instructions

For detail instruction please refer to webpage, product details section, it will depend on article due to different material used

General care instruction

Frame

- Wipe clean with a cloth dampened in a mild cleaner.
- Wipe dry with a clean cloth.

If Removable cover / removable Cushion cover

- Machine wash, max 40°C, normal process.
- To be washed separately.
- Do not bleach.
- Do not tumble dry.
- Iron, max 150°C.
- Professional dry cleaning in tetrachloroethene and hydrocarbons, normal process.

If non-removable cover

- Vacuum clean.
- Wipe clean with a damp cloth.

How to reach us if you need assistance

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