

# **IKEA**

## **bathroom**

warranty  
information

**10**

**3**

ENHET bathroom series, washbasins,  
mixer taps, shower mixers and  
accessories





## ENHET bathroom

Everyday life at home puts high demands on a bathroom, which is why we test our bathrooms thoroughly to ensure they are wet room approved, the temperatures and everyday use.

We offer the ENHET Bathroom with

- 5-year warranty that covers defects in the material and workmanship
- Wedge dowel system for easy assembling and dismantling
- Must be attached to the wall (Wall Mount)
- Wet room approved.
- Open construction for ease of adaptation
- Integrated groove for ease of adding accessories.
- **ENHET open high frames**
  - Max load/shelf 30 is 6kg.
  - Max load/shelf 60 is 12kg



# 3

Bathroom shower mixers and accessories have a 3-year warranty

We offer you a 3-year warranty for mist nozzle for mixer tap and all shower accessories such as riser rails, head and hand showers, shower hoses and hand shower parking bracket. For articles under 3 years warranty please refer to article tags for same.

## How long is the Warranty valid?

The warranty for the ENHET Bathroom system is five years (5) and on bathroom shower mixers and accessories is for 3 years, and its valid from the date of purchase subject to the terms and conditions brought out herein. The original purchase receipt is required as proof of purchase.

## Please refer to warranty tags for products under warranty

### What is covered under this warranty?

- This warranty applies to domestic use only and covers defects in material and workmanship in the ENHET bathroom system.
- The warranty covers any manufacturing defect due to climate, humidity, and dust
- This warranty applies only if the products have been bought, assembled, and installed by IKEA and/or IKEA associate partners.
- Damages due to transport only on the sole discretion of IKEA on inspecting the damages and are determined as damages due to transport service provider
- The warranty covers articles bought by the customer at IKEA and transported by IKEA authorized transport partner .

## Bathroom system

### What products covered under this warranty?

#### 1. ENHET

This warranty covers all the following parts of the ENHET bathroom system:

- Wash basin with drawer
- Wash basin with shelf
- Door fronts
- Bathroom shower mixers and accessories have a 3 year 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 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 warranty, IKEA will pay the costs of repairs, spare parts, labor, and travel for repair staff that IKEA shall incur, 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 warranty?**

- Normal wear and tear
- Scratches and Cuts by impacts of accidents or due to cleaning
- Damage from excess steam and smoke
- Articles that are abused, misused, altered, or incorrectly cleaned.
- Damage caused due to leakages.
- Damages due to the electric connection or due to the wrong voltage or by chemical or electro-chemical reaction or rust or corrosion
- Damages due to natural calamities like flood, earthquakes, thunder, tsunami etc.
- Damages due to societal or law & order changes like riots or any abnormal conditions in the society
- Damages due to usage of excess water to wash or clean the floor, base, sink, edges, stands, cabinets etc. where IKEA articles are installed.
- Damages caused due to fixing the water heaters or any water or electric gargets in the IKEA cabinets that are not recommended or advised by IKEA at the time of planning the ENHET bathroom.
- Installed for any commercial purposes like the restaurants, canteens, pantry, schools, hospitals etc.
- Damage due to pests (rats, ants, cockroach, worms, insects etc.)
- If the care instructions are not followed
- Consequential Damages
- Accidental Damages
- Knobs, Handles, legs, and Taps
- If any of the products are installed/ replaced by the customer or any vendor/ partner not authorized by IKEA.
- Batteries and lamps, ceramic glass, accessories, feed and drainage pipes,

- seals, lamp covers, screens, knobs, casings and part of casings, lightings.
- In cases where no fault/defect or damage could be determined during a technician's visit for inspection by IKEA co-worker or authorized IKEA vendor/associate/partner
- If the changes in the site are not as per the changes recommended by IKEA at the time of initial visit

### **How country, provincial and state law applies.**

This warranty gives both the parties specific legal rights based on the terms and conditions brought out in this document as per the then prevailing statute in India.

### **How to reach us if you need assistance**

- The Store – Customer Relations Desk please refer to store page at [IKEA.in/store](https://ikea.in/store)
- Email us at [customercare.india@ikea.com](mailto:customercare.india@ikea.com)
- Call us between 9:00 to 23:00 (all 7 Days) at 1800 419 4532

### **Who will execute the service?**

The designated service should be executed by the IKEA co-workers or the IKEA authorized vendor/associate/ partner through its service operations.

### **Area of validity**

This warranty only applies to products purchased from IKEA.

An obligation to carry out services in the framework of the warranty exists, only if the product complies and is installed in accordance with:

- The technical specifications in force in India.
- The assembly and installation instructions and safety information that come with the product.

### **Limitation of liability**

IKEA shall not be liable for any delay or failure in repairing or replacing the product under the warranty if such delay or failure is caused due to factors beyond its reasonable control and if IKEA at its sole discretion feels that the warranty shall not be applicable. Please also note that if the product is not available to replace, IKEA shall endeavor to replace the nearest make of such product which shall be of the same cost or lesser and in case of any product which needs to be replaced costing higher than the new replaced product, such additional cost has to be borne by the Customer.

In no event shall IKEA be liable under this warranty for any amount more than the price paid by the customer for the IKEA product in question.

### **How to reach us for before buying if you need advice.**

If you have any questions about our products, please contact us at

- The Store – Customer Relations Desk (please refer to store timings at [IKEA.in/store](https://www.IKEA.in/store))
- Email us at [customercare.india@ikea.com](mailto:customercare.india@ikea.com)
- Call us between 9:00 to 23:00 (all 7 Days) at 1800 419 4532
- Fix an appointment with the IKEA Kitchen's planning team at [www.IKEA.in](https://www.IKEA.in)

### **How to reach us if you need service support after buying**

Please contact IKEA Customer Service Center

- Talk to our kitchen's expert co-workers between 9:00 to 21:00 (all 7 Days) at 1800 419 4532
- To make sure that we can give you the best assistance, please read the Instructions for Use carefully.
- Please keep the copy of the invoice handy to provide us the date of purchase and the article number bought from IKEA.

## **Terms and Conditions**

### **IKEA - Articles and Products**

- The warranty is valid from the date of the purchase/ date of the tax invoice raised.
- The tax invoice is a proof of validity of the warranty, please retain and produce the invoice for future concerns raised with IKEA.
- In case of any repairs, if there are articles that are replaced or used – the warranty period is not extended for the new parts.
- Replaced parts or spares used for repairs become the property of IKEA.
- If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement within the IKEA range of products
- IKEA or IKEA authorized vendor/partners/associates are not responsible for any additional work apart from the scope of work signed off by the customer at the time of purchase of the EHNETH Bathroom
- IKEA is responsible only for the articles purchased, serviced – installed/ assembled and transported by IKEA or IKEA vendors/associates/partners.
- IKEA solely owns any remaining material used in customization of Work Tops, skirting, pipes, channels, etc. as designed and planned by IKEA co-workers.
- IKEA will install the EHNETH bathroom only once the IKEA services (Team) has confirmed the readiness of the site as recommended and agreed at the time of the purchase of the EHNETH Bathroom
- Customer to ensure the required/ recommended civil work before the installation.
- Customer to ensure no dampness or leakages to be fixed prior the Pre-Installation
- IKEA is responsible for the timelines, delivery, installation, assemble and services that is agreed at the time of the purchase.

- Customer is responsible of checking and inspecting the leakages and the dampness at the time of installation only. IKEA is not liable for any damages due to water leakages or dampness in the wall after signing off the completion of the installation and hand over of the ENHET Bathroom
- Returns and Exchange policy applies on
  - Articles/Products in Original packaging – 100% Refund
  - Unpacked Articles/Products – Partial Refund (on sole discretion of IKEA)
  - Assembled Articles – Partial Refund (on sole discretion of IKEA)

# Save the receipt.

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

If anything happens, or if you are not satisfied, just contact IKEA at [IKEA.in](https://www.ikea.in)

