

# **IKEA**

## **kitchen**

guarantee  
information

**25**

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Everyday life at home puts high demands on a kitchen, which is why we test our kitchens thoroughly to ensure that they can take being exposed to heavy weights, high temperatures and everyday use.

We offer you a 25-year guarantee that covers defects in the material and workmanship on the METHOD kitchen system. We offer you a 10-year guarantee that covers defects in the material and workmanship on the ENHET kitchen system.

All indoor kitchen mixer taps have a 10-year guarantee.

This guarantee is valid for domestic kitchen use and is subject to the terms and conditions stated in this folder.

**25**

The METHOD kitchen system has a 25-year guarantee.

**10**

The ENHET kitchen system and kitchen mixer taps have a 10-year guarantee.

# Kitchen drawers, cabinets, fronts, worktops and sinks

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

The guarantee remains in force for the number of years stated and is valid from the date of purchase. This applies to purchases made after 1 September 2024. You have to report a fault/defect within 3 months of discovery and present a proof of purchase to use this guarantee.

## **What is covered under this guarantee?**

This guarantee applies to domestic use only and covers defects in materials and workmanship.

### **25-year guarantee**

This guarantee covers all the following parts of the METOD kitchen system:

- Cabinets (except for VADHOLMA and TORNVIKEN)
- Fronts
- UTRUSTA hinges
- MAXIMERA fully-extending drawers
- EXCEPTIONELL fully-extending push-to-open drawers
- UTRUSTA shelves
- Legs and plinths
- Cover panels
- Deco strips/mouldings
- Worktops
- Sinks (except FYNDIG sinks)

### **10-year guarantee**

This guarantee covers all the following parts of ENHET kitchen system:

- Cabinets
  - Open frames
  - Fronts
  - Hinges
  - Drawers
  - Shelves
  - Legs
  - Accessories (Swivel shelf, hanging shelf insert, rail for hooks and hooks)
- and
- ÄSPINGE kitchen
  - TORNVIKEN
  - VADHOLMA kitchen cabinet and furniture
  - UTRUSTA wire basket

## **Products not covered under 25 or 10 years guarantee:**

- Appliances
- KNOXHULT kitchen
- SUNNERSTA kitchen
- FYNDIG sink
- Lighting
- Electrical components
- UTRUSTA electric push opener
- Drawer inserts
- Knobs
- Handles

## **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 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.

## **After Sales service**

In order to offer functional products that meet your needs and expectations we renew our product range every year. We provide a 2-year After Sales service for your IKEA kitchen doors and drawer fronts.

This means that you can complement your kitchen with doors, drawer fronts, plinths, deco strips, mouldings and cover panels, as long as stocks last, up to two years after these products have been discontinued from the range. You can rely on the fact that we will always do all we can to make sure you are satisfied with your kitchen from IKEA.

## **What is not covered under this guarantee?**

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

This guarantee does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products.

This guarantee does not cover incidental or consequential damage.

## **Assembly and Care instructions**

To be able to rely on these guarantees you need to follow the specific care instructions for every product. You will find all assembly and care instructions at [IKEA.no](http://IKEA.no)

## **Installation**

KITCHEN furniture must be fixed to the wall. Secure that the walls in your Kitchen can support the weight of the furniture, as wrong installation may cause injury or damage. If you are uncertain about the installation, contact a professional. As wall materials vary, screws for fixing to wall are not included. For advice on suitable screw systems, contact your local specialized dealer.

## **Safety & compliance**

METHOD kitchen system including base cabinets, kitchen fronts, worktops, drawers, and hinges have been developed and tested according to the quality and test requirements of the relevant European Standards EN 14749, EN 16122 & EN 12720. Worktops have been tested according to EN 12721 and EN 12722. All of these products have also been tested according to specific IKEA requirements in order to offer a 25-year guarantee.

The European Standards specify how structural design, mechanical strength, safety and production requirements should be conducted within the European Union (EU).

## **How country law applies**

This guarantee gives you specific legal rights, and is in addition to your statutory legal rights in accordance with Norwegian law.

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

Contact your local IKEA store. You will find the address and phone number to your nearest IKEA store at [www.IKEA.no](http://www.IKEA.no)

# Kitchen mixer taps

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

The guarantee for indoor kitchen mixer taps purchased at IKEA remains in force for ten (10) years and is valid from the date of purchase. This applies to purchases made after 1 September 2024. The original purchase receipt is required as proof of purchase.

## **Which kitchen mixer taps are not covered under this guarantee?**

KALLSJÖN outdoor mixer tap.

## **What is covered under this guarantee?**

The 10-year guarantee is valid for all kitchen mixer taps at IKEA. This guarantee applies to domestic use only and covers defects in material and workmanship in all kitchen mixer taps. Our kitchen mixer taps are tested well beyond all relevant international standards and we use only top brand components to secure our 10 year guarantee promise.

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris. It also does not apply to the filter/aerator which should be cleaned regularly or replaced when worn out.

Follow our assembly instructions and care instructions carefully. This guarantee does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products.

The 10 year guarantee does not apply if the products have been used for public use, outdoors or in a corrosive environment. It also does not cover accidental damage.

## **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, replace it with the same or a comparable product. If it is covered by this guarantee, IKEA will pay the costs of replacing it, labour and travel for staff, that IKEA incur, provided that the product is accessible for replacement without special expenditure. This does not apply to any work not authorized by IKEA. Replaced tap becomes 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.

**Certification**

Certain countries have introduced statutory requirements for the approval and certification of kitchen mixer taps. Our mixer taps have been approved and certified to meet the relevant demands in every market.

**How country law applies**

This guarantee gives you specific legal rights, and is in addition to your statutory legal rights in accordance with Norwegian law.

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

Contact your local store or local IKEA customer service. You will find the address and phone number at [www.IKEA.no](http://www.IKEA.no)

## Save the receipt

It is your proof of purchase and required for the guarantee to apply. If anything happens, or if you're not satisfied, just contact IKEA at [IKEA.no](https://www.ikea.no)

