

PAX/KOMPLEMENT

wardrobes and interior organisers

guarantee
information

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Everyday life at home puts high demands on storage system. PAX & KOMPLEMENT wardrobes and interior organisers are rigorously tested to comply with our strict standards for quality/strength/durability/safety as well as with the highest standards for domestic use. This means that we can offer you 10-year guarantee against defects in materials and workmanship that covers PAX & KOMPLEMENT wardrobes and interior organisers. This guarantee is subject to the terms and conditions stated in this folder.

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The products stated in this brochure have a 10-year guarantee.

How long is this guarantee valid?

The guarantee for PAX & KOMPLEMENT wardrobes and interior organisers 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 guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship in all PAX & KOMPLEMENT wardrobes and interior organisers. This guarantee applies to the following products:

- Frames
- Hinged doors and hinges
- Dividers for frames
- Sliding doors and sliding door mechanisms
- KOMPLEMENT fixed fittings

To use the guarantee, you need to report a fault or defect within 3 months of discovering it.

What products are not covered under this guarantee?

- KOMPLEMENT insert for pull-out tray
- KOMPLEMENT jewelry insert for pull-out tray
- KOMPLEMENT divider for pull-out tray
- KOMPLEMENT pull-out tray (3 pcs)
- KOMPLEMENT shoe insert for pull-out tray
- KOMPLEMENT box
- KOMPLEMENT drawer mat

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.

What is not covered under this guarantee?

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

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

This guarantee does not apply if products has been placed outdoors or in a humid environment e.g. bathroom.

This guarantee does not cover consequential or incidental damages.

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.

Unless otherwise stated, follow the recommended weight limits: The maximum load is 20 kg on our 58 cm deep shelves and 12 kg on our 35 cm deep shelves.

Wipe clean with a cloth damped in mild cleaner. Then wipe clean with a dry cloth.

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 at 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

