

Seating furniture

guarantee
information

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Sofas, armchairs, sofa-beds
and footstools



Everyday life at home puts high demands on seating furniture. Our furniture are rigorously tested to comply with our strict standards for quality and durability as well as with the highest standards for domestic use. This means that we can offer you a 10-year guarantee against defects in materials and workmanship that covers frames and cushions of our sofas, armchairs, sofa-beds, and footstools. For some products, this involves a 25-year guarantee. Guarantees are subject to the terms and conditions stated in this folder.

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The sofas, sofa-beds, armchairs and footstools have a 10-year guarantee.

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The STOCKHOLM sofas has an extended guarantee for 25 years.

How long is the guarantee valid?

The guarantee for sofas, armchairs, sofa-beds, and footstools remains in force for 10 or in some cases 25 years. The guarantee is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

Products and parts not covered under this guarantee

This guarantee 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 guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship in frames and seat and back cushions when used with the intended frames. Find out whether your seating furniture is covered by IKEA guarantee by visiting IKEA.co.nz or your local store. You can also contact the Customer Support Centre for more information.

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 or repair staff that IKEA incur, provided that the product is accessible or 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, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned using the wrong cleaning methods or cleaning products.

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

This guarantee does not apply if the product has been placed outdoors or in a humid environment.

This guarantee does not cover consequential or incidental damage. For customers in the US only: Some states do not allow the limitation or exclusion of incidental or consequential damage, so this limitation or exclusion may not apply to you.

Our seating furniture is put to the test

At IKEA we test all our sofas, armchairs, sofa-beds, and footstools to be sure that they're durable. And we're especially tough on the ones that have long guarantees. For example, we push one 100 kg weight onto the seat 50,000 times – and one 30 kg weight onto the back just as many times. We do all this to be sure that the frames retain their stability and that the cushions retain their resilience and comfort. The guarantees we provide are proof that our seating furniture can withstand being used often and or a long time – and thereby provide an assurance for you as a customer.

How country, provincial and state law applies

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

How to reach us if you need assistance

Contact your local IKEA store. You will find the address and phone number at www.IKEA.co.nz

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.co.nz

