

Work chairs

guarantee
information

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[MULLFJÄLLET](#), [MARKUS](#), [LÅNGFJÄLL](#),
[HATTEFJÄLL](#), [ALEFJÄLL](#), [JÄRVFJÄLLET](#),
[TROLLBERGET](#), [LIDKULLEN](#), [FLINTAN](#)
and [FJÄLLBERGET](#)



Everyday life at home and work puts high demands on office chairs. These work chairs have been tested according to high standards for office use (EN 1335, ANSI/BIFMA X5.1 for office chairs EN16139, ANSI/BIFMA X5.1 for conference chairs) and meet our strict standards for quality and safety. For this reason, we are able to offer a 10- year guarantee against defects in materials and workmanship in the moving parts and frame. 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 the guarantee valid?

The guarantee 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?

The guarantee covers defects in material and workmanship on the following parts of the work chair:

- The structural frame
- Moving parts

Moving parts are components with moving functions or adjustable functions. The guarantee covers the intended function for the components of the castors, gas cylinder, mechanism, armrest and back rest adjustment mechanism.

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 the original product is no longer sold at IKEA. If the product is covered under this guarantee, IKEA will bear the following costs: (repair costs, spare parts, labor, and travel cost for repair staff to the customer's location.)

Customers are responsible for making their product available for maintenance. This involves either bringing the item to IKEA service center or ensuring it can be accessed by IKEA without additional expense. IKEA does not cover costs associated with retrieving products from hard-to-reach locations.

This guarantee does not cover any repairs performed outside IKEA's authorized service centers or maintenance teams. Replaced parts become the property of IKEA.

If the product is no longer sold by IKEA, IKEA will provide an appropriate replacement at its sole discretion.

What is not covered under this guarantee?

This guarantee does not apply to the product if it has been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong 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 work chair has been placed outdoors or in a humid environment e.g. bathroom.

This guarantee does not cover incidental or consequential damage such as losses resulting from product malfunction or losses or damages caused by the product to other items.

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

For any inquiries or support, please contact toll-free number: 800304009 or email: Web.info@ikea.com.sa or visit www.IKEA.sa.

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.sa

