

IKEA

kitchen

guarantee
information

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Appliances, sinks, taps, worktops,
frames, fronts and fixed inside



Daily life puts kitchens to the test, which is why we rigorously test ours to ensure they can withstand heavy loads, high heat and everyday wear and tear.

We offer a 25-year guarantee that covers defects in the material and workmanship on the METOD kitchen system. We offer a 10-year guarantee that covers defects in the material and workmanship on the ENHET kitchen system. We also offer a 5-year guarantee that covers defects in the material and workmanship on the KNOXHULT kitchen system. All IKEA indoor kitchen mixer taps come with a 10-year guarantee and IKEA appliances come with a 5-year guarantee.

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

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METOD kitchen system comes with a 25-year guarantee.

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ENHET kitchen system and IKEA kitchen mixer taps come with a 10-year guarantee.

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KNOXHULT kitchen system and IKEA appliances come with a 5-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. 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 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

5-year guarantee

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

- Cabinets
- Fronts
- Hinges
- Drawers
- Shelves
- Worktops
- UTRUSTA electric push opener

Products not covered under 25, 10 or 5 years guarantee:

Knobs, handles, SUNNERSTA kitchen and FYNDIG sink.

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.

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 such as losses resulting from product malfunction or losses or damages caused by the product to other items.

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.sa

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.

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

Kitchen mixer taps

How long is the guarantee valid?

The guarantee for indoor kitchen mixer taps purchased at IKEA remains in force for ten years and is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

Which kitchen mixer taps are not covered under this guarantee?

KALLSJÖN outdoor mixer tap has a two year guarantee, valid from the date of purchase.

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, 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.

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, 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

Appliances

How long is the guarantee valid?

This guarantee is valid for five years from the original date of purchase of the IKEA appliance from IKEA. TILLREDA and LAGAN appliances have a two year guarantee, valid from the original date of purchase.

The original sales receipt is required as proof of purchase.

If service work is carried out under guarantee, this will not extend the guarantee period for the appliance, or for the new parts.

What is covered under this guarantee?

The guarantee covers faults of the appliance, which have been caused by faulty construction or material faults from the date of purchase from IKEA. This guarantee applies to domestic use only. The exceptions are specified under the headline "What is not covered under this guarantee?"

Which appliances are covered under this guarantee?

The free five-year guarantee is valid for all domestic IKEA kitchen appliances and covers defects in materials and workmanship.

Which appliances are not covered under this guarantee?

All IKEA home kitchen appliances come with a five years guarantee, except for TILLREDA and LAGAN appliances which have a guarantee valid for two years from the date of purchase.

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.

Who will execute the service?

The designated service company will provide the service through its own service operations or authorized service partner network.

What is not covered under this guarantee?

- Deliberate or negligent damage, damage caused by failure to observe operating instructions, incorrect installation or by connection to the wrong voltage, damage caused by chemical or electro-chemical reaction, rust, corrosion or water damage including but not limited to damage caused by excessive lime in the water supply, damage caused by abnormal environmental conditions.
- Consumable parts including batteries and lamps.
- Non-functional and decorative parts which do not affect normal use of the appliance, including any scratches and possible colour differences.
- Accidental damage caused by foreign objects or substances and cleaning or unblocking of filters, drainage systems or soap drawers.
- Damage to the following parts: ceramic glass, accessories, crockery and cutlery baskets, feed and drainage pipes, seals, lamps and lamp covers, screens, knobs, casings and parts of casings. Unless such damages can be proved to be due to production faults.
- Cases where no fault could be found during a technician's visit.
- Repairs not carried out by our appointed service providers and/ or an authorised service contractual partner or where nonoriginal parts have been used.
- Repairs caused by installation which is faulty or not according to specification.
- The use of the appliance in a non-domestic environment i.e. professional use.
- Transportation damages. If a customer transports the product to their home or other address, IKEA is not liable for any damage that may occur during transport. However, in case of IKEA delivery of the product to the customer's delivery address, then eventual damages to the product that occurs during

this delivery will be covered by IKEA, (but not under this guarantee). For claims under this last particular condition the customer should contact IKEA Customer Service.

- Cost for carrying out the initial installation of the IKEA appliance.

These restrictions do not apply to fault-free work carried out by a qualified specialist using our original parts in order to adapt the appliance to the technical safety specifications of another EU country.

How country law applies

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

How to reach us for before buying if you need advice

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

How to reach us if you need service support after buying

Please ring the number given in the documentation that comes with the product. To make sure that we can give you the best assistance, please read the Instructions for Use carefully before contacting us. Please also have the IKEA article number for your appliance at hand before calling us. You'll find this 8 digit number on your receipt as well as on the rating plate of the appliance.

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](https://www.ikea.se)

