

# Gaming chairs

Guarantee brochure

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GRUPPSPEL, HUVUDSPELARE,  
MATCHSPEL, STYRSPEL and  
UTESPELARE



Life at home places high demands on a gaming chair. Our gaming chairs have been tested for office use and fulfil high standards of safety, durability and stability.

The STYRSPEL gaming chair, the GRUPPSPEL gaming chair and the MATCHPEL gaming chair are developed according to the following standards: EN 1335 and ANSI/BIFMA X5.1. The PLAYER gaming chair and the HUVUDSPELARE gaming chair are developed according to the standard: EN 1335. This means we can offer you a 3-year guarantee on our gaming chairs, covering material and production defects in the moving parts and the frame. This guarantee is subject to the terms and conditions stated in this brochure.

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Products listed by name in this brochure have a 3-year guarantee.

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

The guarantee for the STYRSPEL gaming chair, GRUPPSPEL STYRSPEL gaming chair, MATCHPEL gaming chair, PLAYER gaming chair and HUVUDSPELARE gaming chair is valid for 3 years from the original date of purchase/delivery. The original receipt is required as proof of purchase to validate the guarantee.

### **What products are covered under this guarantee?**

The guarantee is for home use only and covers material and manufacturing defects in the following gaming chairs: STYRSPEL, GRUPPSPEL GAMING, MATCHPEL, OUTSIDE PLAYER, and HUVUDSPELARE. The guarantee is in favour of the original purchaser of the product and is therefore not transferable.

The guarantee covers material and production defects on the following parts of the gaming chair:

- 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 if it's covered under this guarantee. If IKEA considers that the product is covered by the guarantee, IKEA will pay for the repair, spare parts, labour, and any staff travel, provided that the product can be repaired without any special expenditure to IKEA. IKEA will only remedy faults and complaints as long as the product remains in Sweden. This will not apply in cases where repair work has not been authorised by IKEA. Replaced parts become the property of IKEA. If the product is no longer sold by IKEA, IKEA offers a suitable replacement product. IKEA will decide at its discretion, what will constitute an 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 with wrong cleaning methods or wrong cleaning products. The guarantee does not cover damage caused indirectly or as a result of normal use of the product.

The guarantee does not cover normal wear and tear, cuts, nicks, scratches or damage caused by impact or accidents.

The guarantee does not apply if the gaming chair has been placed outdoors or in a humid environment such as a bathroom.

### **How country law applies**

This guarantee gives you specific legal rights, and is in addition to your statutory legal rights. IKEA applies the Consumer Sales Act and the Sales Act's Right of Complaint.

### **How to contact us if you need help**

Contact IKEA customer service at your nearest IKEA store, or IKEA Customer Services on no +46(0)775-700 500, or on [IKEA.se/kundservice](https://www.ikea.se/kundservice)

To make sure that we give you the best assistance, please read the User Manual and Advice & Instructions carefully before contacting us.

Also have your receipt with the current 8-digit IKEA item number (found on your receipt/proof of purchase) close at hand when you call.

## **Save the receipt**

It is valid as proof of purchase. In order to rely on this guarantee, proof of purchase is required. If something happens or if you are not satisfied with your purchase, feel free to contact us via [IKEA.se](https://www.ikea.se)

