

# **BROR**

# **Storage system**

## Guarantee Brochure

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Life at home and at work places high demands on office furniture. The BROR storage system has been tested for office use and meets the requirements of the following standards: (EN1730, EN527 and ANSI/BIFMA x5.5 for tables, ISO7170, EN14073, EN14074 and ANSI/BIFMA x5.9 for storage) and meet our high standards of safety, durability and stability. This means that we can offer you a 10-year guarantee covering material, function, and production defects on all main parts of the BROR storage system. This guarantee is subject to the terms and conditions stated in this folder.

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BROR storage systems have a 10-year guarantee.

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

The guarantee is valid for 10 years from the original date of purchase/delivery. The original receipt is required as proof of purchase.

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

The guarantee covers material, functional and production defects on all main parts of the BROR storage system from the date of purchase from IKEA.

#### **Products not covered under this guarantee**

The following products are not covered by the guarantee:

- BROR trolley
- BROR work bench
- BROR work bench with drawers
- BROR shelf divider
- BROR extension shelf
- BROR tool holder
- BROR drawer 84×39 cm
- BROR drawer 84×54 cm
- BROR cabinet 85×40×190 cm

### **What will IKEA do to correct the problem?**

IKEA will examine the product and decide if the defect/problem is 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. Repair work that has not been authorized by IKEA will not be reimbursed. Replaced parts become the property of IKEA. If the item is no longer sold by IKEA, IKEA will offer a suitable replacement product. IKEA will decide at its discretion, what constitutes a suitable replacement product.

### **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 normal wear and tear, cuts, nicks, scratches or damage caused by impact or accidents. The guarantee does not apply if the product has been placed outdoors, in prolonged direct sunlight, or in a humid environment such as a bathroom.

The guarantee does not cover damage caused indirectly or as a result of normal use of the product. The guarantee also does not cover consequential or incidental damages.

### **Care instructions**

Tighten the screws after two weeks of use and make sure they are tight by checking them a couple of times a year. For all surfaces: wipe clean with a cloth dampened with a mild detergent, then dry with a dry cloth.

### **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 service on +46(0)775-700 500, or via [IKEA.se/kundservice](https://www.ikea.se/kundservice)

## 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)

