

Sofas and armchairs



Everyday life places high demands on the sofa. Our sofas are tested to comply with strict standards for quality and durability as well as the highest standards for domestic use. This is why we can offer a 10-year guarantee covering material and production defects in our frames and cushions. This guarantee is subject to the terms and conditions stated in this brochure.





How long is this guarantee valid?

The guarantee on our sofas and armchairs is valid for ten (10) years from the date of purchase. The original receipt is required as proof of purchase.

What is covered under this guarantee?

The guarantee is for home use only and covers defects in materials and workmanship:

- frames
- seat and back cushions in the following products:
- EKEBOL 3-seater sofa
- EKENÄS armchair and footstool
- EKERÖ armchair
- EKOLSUND recliner
- EKTORP sofa range
- BINGSTA armchair
- FÄRLÖV sofa range
- GISTAD recliner
- GRÖNADAL rocking chair
- GRÖNLID sofa range
- KARLSTAD sofa
- KIVIK sofa range
- KLIPPAN sofa
- KNOPPARP sofa
- KOARP armchair
- LANDSKRONA sofa range
- LIDHULT series
- NOCKEBY sofa range
- NOLMYRA armchair
- POÄNG armchair range
- RÅDVIKEN armchair
- STOCKHOLM sofa range
- STOCKSUND sofa range
- STRANDMON armchair
- SÖDERHAMN seating series
- VALLENTUNA sofa range
- VEDBO armchair
- VIMLE sofa range
- VINLIDEN series
- VRETSTORP sofa bed

Products/parts not covered by the guarantee

- POÄNG cushions
- POÄNG armchair for children
- STRANDMON armchair for children
- TULLSTA armchair
- MUREN armchair
- fabric covers
- leather covers
- upholstery in coated fabric

What will IKEA do to correct the problem?

IKEA will examine the product and determine whether it is covered by the guarantee. If so, IKEA, through its own service operations or authorised service partner, will, at its sole discretion, either repair the defective product or replace it with a new identical or comparable product. If the product is covered by the guarantee, IKEA will pay the costs for repairs, spare parts, the repairer's labour costs and any travel expenses, provided that the product is available for repair at no extra cost. This does not apply to repair work done without authorisation from 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 or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or cleaning products.

The guarantee does not cover normal wear and tear, scratches or marks, or damage caused by impact or accident.

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

The guarantee does not cover damage caused by or resulting from unforeseen events.

Our sofas and armchairs are put to the test

At IKEA we test all our sofas and armchairs to be sure they're durable. And we're especially tough on the ones that have long guarantees. For example, we load the seat pads with 100 kilogram weights 50,000 times - and the 30-kilogram back padding exactly the same number of times. We do this because we want to be sure that the frames retain their stability and that the cushions regain their suppleness and comfort. The guarantees we give are proof that our sofas and armchairs can take being used often and for a long time – and an assurance for you as a customer.

Care instructions

Take the best possible care of the cushions to keep them comfortable. They need to be puffed up regularly, at least once a month. You should also alternate their placement so that the most used cushions swap places with the less used ones.

Tighten the screws on the legs after two weeks of use, and check a couple of times a year that they are properly tightened.

Washable covers:

- Follow the care and washing instructions.
- Iron the upholstery while it is still slightly damp.
- Put the upholstery back on while it is still slightly damp. The cover is easier to stretch when it is slightly damp, making it easier and quicker to get the right shape. Please Note! It is of course important that the cover is not too damp when you put it back on the frame.

Leather:

- Vacuum regularly with a soft vacuum brush.
- Make sure the leather furniture is not in direct sunlight and is at least 30 cm away from the nearest heat source to prevent the leather from drying out.
- Clean thoroughly once or twice a year. Use the ABSORB leather care kit available at IKEA.
- Never clean leather with ordinary detergents.

White or light-coloured leather furniture is sensitive to strong dyes, such as those found in red wine and coffee. Therefore, it is important to wipe the leather immediately after a spillage.

PLEASE NOTE!

- STOCKHOLM leather sofa

Vacuum regularly with a soft vacuum brush. If necessary, wipe the surface with a damp cloth. Do not use ABSORB or other leather care products.

Read more in the care and advice instruction that comes with the product.

How to reach us if you need service

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

SAVE THE SALES RECEIPT!

It is valid as proof of purchase. In order to rely on this guarantee, proof of purchase is required.

If anything happens, or if you're not satisfied, just contact
IKEA at [IKEA.se](https://www.ikea.se)

