

Desk chairs

Guarantee brochure

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ALEFJÄLL, BLYKOB, FJÄLLBERGET,
FLINTAN, HATTEFJÄLL, JÄRVFJÄLLET,
LIDKULLEN, LÅNGFJÄLL, LÄKTARE,
MARKUS, MULLFJÄLLET, SMÖRKULL,
TROLLBERGET and VALLFJÄLLET



Everyday life at home and at work places high demands on an desk chair. These desk chairs have been tested for office use and meet the durability and stability requirements of the following standards: EN 1335 and ANSI/BIFMA x5.1 for office chairs, and EN 1022, EN 16139 and ANSI/BIFMA x5.1 for conference chairs. 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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Products listed by name in this brochure 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 applies to the following chairs: ALEFJÄLL, BLYKOB, FJÄLLBERGET, FLINTAN, HATTEFJÄLL, JÄRVFJÄLLET, LIDKULLEN, LÅNGFJÄLL, LÄKTARE, MARKUS, MULLFJÄLLET, SMÖRKULL, TROLLBERGET and VALLFJÄLLET.

The guarantee covers material and production defects on the following parts of the work 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 a 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 chair has been placed outdoors or in a damp 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

