

GOLV

laminate floors



Everyday wear and tear at home places high demands on the floor. GOLV laminate flooring is tested according to the standards for domestic and public floors with normal wear and tear (EN 13329). GOLV laminate flooring fulfils our high standards of quality and durability, and we can therefore provide a 15-year guarantee that the floor will withstand normal wear and tear in the environment for which the floor is intended. This guarantee is subject to the terms and conditions stated in this brochure.





How long is the guarantee valid?

The guarantee on GOLV laminate flooring is valid for 15 years from the date of purchase. The original receipt is required as proof of purchase.

What is covered under this guarantee?

We guarantee that the floor will withstand normal wear and tear in the environment for which the floor is intended, and that it won't be bleached by the sun or stain.

GOLV laminate flooring fulfils user class 32, EN 13329, which means that the floor must be able to be used in all rooms in the home (except wet rooms, damp basements, or rooms with floor drains) and in public environments such as small offices and community centres - not shops.

What is IKEA doing to correct the error?

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 of repair, spare parts, repairman, labour, and travel costs incurred by IKEA 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 product is no longer sold at IKEA, IKEA will offer a suitable replacement product. IKEA will decide at its discretion, what will constitute an replacement.



What is not covered under this guarantee

The guarantee does not apply if the GOLV laminate flooring has been used inappropriately or incorrectly, subjected to violence, altered, or cleaned incorrectly or with the wrong 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 floor has not been laid according to the floor laying instructions as supplied by IKEA.

The guarantee does not apply if the floor has been installed in areas other than those recommended by IKEA.

This guarantee does not cover incidental or consequential damage.



Care instructions

A laminate floor should never be sanded, varnished, or polished. The durable surface is easy to maintain and easy to keep clean. Normal cleaning such as sweeping, vacuuming and dry mopping is sufficient if the floor is slightly filthy. Remove stains with a damp cloth. If necessary, use a damp mop on the floor with a mild neutral detergent and dry with a well-wrung cloth.

Laminate flooring should not be treated with soap, candle wax or polish as these agents form a film on the floor and attract dirt and dust.

If your floor is damaged, you can replace one or more staves. Since laminate flooring does not fade in the sun, a new stave can replace an old one without any difference in colour.

Tips! Protect the floor by using felt pads under furniture and floor protectors under rolling wheels. You can also put a doormat in the entrance to stop gravel and pebbles from tracking in. Because laminate flooring is wood-based, it is important to always wipe up any water that ends up on the floor.

Please Note! Never pour water directly onto the floor.

How to reach us if you need service:

Contact your nearest IKEA store or [IKEA.se/service](https://www.ikea.se/service) IKEA customer service tel. +46(0)775-700 500

Save the receipt

It serves as proof of purchase and must be presented in order for the guarantee to be valid.

If anything happens, or if you're not satisfied, just contact IKEA at IKEA.se

