Office furniture
guarantee information

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Office desks, conference tables, acoustic screens, office room dividers, office storage, office chairs, and conference chairs

Everyday life at work, and at home, puts high demands on office furniture, which is why we test ours thoroughly to ensure they can withstand the everyday usage in a domestic and non-domestic environment.

For this reason we offer a 10-year guarantee that covers defects in material, workmanship, and function.

The desks, tables, storage, screens and room dividers covered in this guarantee, have been tested according to the standards for office and public use (EN 15372 and ANSI/BIFMA X:5.5 for conference table, foldable table, laptop table and focus workstation; EN527, ANSI/BIFMA x6.5 and ANSI/BIFMA 5.5 for desks; EN 14073, EN14074, ANSI/BIFMA x5.9 and ISO-7170 for storage; EN1023-2 for acoustic office screens; EN1023-2, EN 14073, EN14074, ANSI/BIFMA x5.9 and ISO-7170 for Frames on castors, depending on the combination) and meet the requirements for safety, durability, and stability.

- BEKANT storage
- GALANT storage
- HÄLLAN storage
- IDÅSEN desks, tables, storage
- MITTZON desks, tables, focus workstation, room dividers and acoustic screens, storage
- TROTTEN desks, tables, storage
- RODULF desk

The work chairs covered in this guarantee, have been tested according to the standards for office and public use (EN 1335, ANSI/BIFMA X5.1 for office chairs; EN16139, ANSI/BIFMA X5.1 for conference chairs, EN16139 level 1 for sit/stand support) and meet the requirements for safety, durability, and stability.

- ALEFJÄLL office chair
- FLINTAN office chair
- GRÖNFJÄLL office chair
- HATTEFJÄLL office chair
- JÄRVFJÄLLET office chair
- MARKUS office chair
- SMÖRKULL office chair
- LIDKULLEN sit/stand support
- TROLLBERGET sit/stand support
- FJÄLLBERGET conference chair
- LÅNGFJÄLL conference chair
- LÄKTARE conference chair
- MULLFJÄLLET conference chair
- SPELBREDD conference chair

This guarantee is valid for domestic and non-domestic office and public use and is subject to the terms and conditions stated in this document.

10 The products stated in this brochure have a 10-year guarantee.

How long is this guarantee valid?

The guarantee remains for 10 years and is valid from the date of purchase. Please provide your order information as proof of purchase.

What is covered under this guarantee?

It covers defects in materials, workmanship, and function of all the mentioned products when combined in a correct way and assembled according to assembly instructions.

What is not covered under this guarantee?

This guarantee does not apply to products mentioned in this guarantee document, that have been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products.

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents. This guarantee does not apply if the products have been placed outdoors, in prolonged direct sunlight or in a humid environment e.g. kitchen and bathroom.

This guarantee does not cover consequential or incidental damages.

Accessories that do not affect the basic function of the product are not included in the guarantee.

Products not covered under this guarantee:

- ROTHULT smart lock
- EILIF screens
- SIDORNA room dividers

What will IKEA do to correct the problem?

IKEA will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA, through its own service operations or an external service provider, will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product.

If it is covered by this guarantee, IKEA will pay the costs of repairs, spare parts, labour and travel for repair staff, that IKEA incur, provided that the product is accessible for repair without special expenditure. This does not apply to any repair work not authorized by 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.

Assembly and Care instructions

To be able to rely on these guarantees you need to follow the specific care instructions for every product. You find all assembly and care instructions at www.IKEA.co.th.

Some office cabinets and storage units must be fixed to the wall. Secure that you attach them properly. All wall materials vary, screws for fixing to wall are not included. For advice on suitable screw systems, contact your local specialized dealer.

Tighten the screws after two weeks of use, and make sure they stay tight by checking them a couple of times per year.

How country, provincial and state law applies

This guarantee gives you specific legal rights, and is in addition to your statutory legal rights.

How to reach us if you need service

Contact your local IKEA customer meeting point. You will find the address and phone number at www.IKEA.co.th.

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Save your order information

It is your proof of purchase and required for the guarantee to apply. If anything happens, or if you're not satisfied, just contact us at IKEA.co.th.