

Seating furniture

**sofas, armchairs, sleeper
sofas and ottomans**

limited warranty
information

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Everyday life at home puts high demands on seating furniture. Our furniture is rigorously tested to comply with our strict standards for quality and durability as well as with the highest standards for residential use. This means that we can offer you a 10-year limited warranty against defects in materials and workmanship that covers frames and cushions of our sofas, armchairs, sleeper sofas and ottomans. For some products, this involves a 25-year limited warranty. Limited warranties are subject to the terms and conditions stated in this booklet.



How long is the limited warranty valid?

The limited warranty for sofas, armchairs, sleeper sofas, and ottomans remains in force for ten (10) or in some cases twenty-five (25) years. The limited warranty is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

Products and parts not covered under this limited warranty

This limited warranty does not apply to:

- fabric covers
- leather covers
- coated fabric covers
- POÄNG cushions
- seating furniture made of rattan, bamboo, or other natural fibers
- some recliners
- pouffes

What is covered under this limited warranty?

This limited warranty applies to residential use only and covers defects in material and workmanship in frames and seat and back cushions when used with the intended frames. Find out whether your seating furniture is covered by IKEA limited warranty by visiting [IKEA.us/warranty](https://www.ikea.us/warranty) or your local store. You can also contact the Customer Support Center for more information.

In the following products:

- ÄLEBY Swivel chair and ottoman
- ALVDALEN Sleeper sofa
- ÄPPLARYD
- ÅRSUNDA Armchair
- ÅTERLÖGA Ottoman
- BALKARP
- BÅRSLÖV Sleeper sofa
- BINGSTA
- EKENÄSET
- EKERÖ Armchair
- EKHOLMA Sofa series
- EKOLSUND
- EMMISLÖV Ottoman
- ESSEBODA Sofa series
- FINNALA Sofa series
- FÖRLUNDA Ottoman
- FRIDHULT Sleeper sofa
- FRIHETEN
- FULLÖSA Armchair

- GÄVLE Armchair
- GISTAD
- HOLMSUND
- HYLARP Sofa series
- JÄRRESTAD Ottoman
- JÄTTEBO Sofa series
- KIVIK Sofa series
- KLIPPAN Sofas
- LINANÄS
- LINNEBÄCK
- MORABO Sofa series
- MÖRTFORS Ottoman
- MUREN
- NOLMYRA Armchair
- NYHAMN
- OSKARSHAMN Armchair
- ÖNNESTAD Armchair
- POÄNG Armchairs and ottoman
- REMSTA
- ROCKSJÖN Armchair
- SIDSJÖ Ottoman
- SJÄLSÖ Armchair
- SKÖNABÄCK Sleeper sofa
- SLATORP
- SMEDSTORP
- STOCKHOLM 3-seat sofa (25-year limited warranty)
- STOCKHOLM Armchairs (select fabrics, visit [IKEA.us](https://www.ikea.us) for details)
- STRANDMON Armchair and ottoman
- SÖDERHAMN Sofa series
- TULLSTA Armchair
- UPPLAND Sofa series
- VEDBO Armchairs
- VINLIDEN Sofa series
- VISKAFORS Sofa series
- VALTORP Bench
- VRETSTORP

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 limited warranty. If considered covered, IKEA through its own service operations, 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 limited warranty, IKEA will pay the costs of repairs, spare parts, labor and travel for repair staff that IKEA incurs, 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.

What is not covered under this limited warranty?

This limited warranty does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned using the wrong cleaning methods or cleaning products.

This limited warranty does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.

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

This limited warranty does not cover consequential or incidental damage. For customers in the US only: Some states do not allow the limitation or exclusion of incidental or consequential damage, so this limitation or exclusion may not apply to you.

Our seating furniture is put to the test

At IKEA we test all our sofas, armchairs, sleeper sofas and ottomans to be sure that they're durable. And we're especially tough on the ones that have long limited warranties. For example, we push one 220-lb weight onto the seat 50,000 times — and one 66-lb weight onto the back just as many times. We do all this to be sure that the frames retain their stability and that the cushions retain their resilience and comfort. The limited warranties we provide are proof that our seating furniture can withstand being used often and for a long time — and thereby provide an assurance for you as a customer.

How country and state law applies

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

How to reach us if you need assistance

Contact your local IKEA store. You will find the address and phone number at [IKEA.us/stores](https://www.ikea.us/stores)

Save the receipt

It is your proof of purchase
and required for the limited
warranty to apply. If anything
happens, or if you're not
satisfied, just contact
IKEA at [IKEA.us/contactus](https://www.IKEA.us/contactus)

