

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.

Office furniture, materials and manufacturing defects marked with the warranty logo are offered to you with a full 10 (ten) year warranty..

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 and laptop table; 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.

- MITTZON desks, tables, focus workstation, room dividers and acoustic screens
- TROTEN desks, tables, storage
- *IDÅSEN desks, tables, storage*

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

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.

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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. The original purchase receipt is required as a 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.

Products not covered under this guarantee:

- EILIF screens

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, 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.

Voluntary Guarantee ("Guarantee") coverage:

We are confident in the quality of our products and we offer an additional IKEA guarantee which varies according to the relevant products, in addition to the legal warranty in case of defects in our products. The IKEA guarantee will be effective if material or manufacturing defects are detected in the product you have purchased from IKEA stores, within the scope of the guarantee period and on the condition that it complies with the guarantee terms. In this case, the product is repaired, replaced or refunded as an in-store card where the amount corresponds to the defective part of the product as determined by IKEA, without charging you any further fees following an inspection done by our experts. IKEA will decide which of these options to apply based on an assessment.

General Terms

The IKEA warranty terms are in addition to the rights granted to consumers under the provisions of the Law on the Protection of Consumers ("Law"), the Regulation on Warranty Certificate ("Regulation") and the relevant legislation in force, and in no way affect consumers' rights arising from the Law and the Regulation. In this regard, IKEA warrants that consumer rights will be exercised within the time and in the manner specified in the Law and the Regulation, even if there is a provision to the contrary in the warranty conditions. Consumers may apply to the The Turkish Ministry of Trade, General Directorate of Consumer Protection and Market Oversight for any issues arising with relation to the guarantee certificate. Rules applicable to the enforcement of the guarantee conditions:

- 1) IKEA extends the present guarantee, taking into account the natural wear and tear of products in time under normal use. The guarantee shall only be valid if the product is assembled in accordance with the assembly manual.**
- 2) Any breakdowns arising from use of the product that is in violation of the terms specified in the user manual, or occurring under extraordinary**

circumstances, or natural wear and tear or misuse, shall not be covered by the warranty.

3) The warranty period shall be effective from the date of delivery of the goods on the sales receipt. The warranty certificate is located on the back of the sales receipt or information slip. The original copy of the guarantee certificate must be submitted to the relevant store or service station for the product to be repaired under guarantee. Copies or photocopies of the invoices and guarantee certificates issued for the product shall not serve as substitutes for the guarantee certificate.

4) If we need to replace a product that is under the terms of guarantee but is no longer part of IKEA's product range, we will replace it by an equivalent product to be determined by the IKEA store.

5) IKEA reserves the right to discontinue and/or resume the sale of all or part of the products sold at IKEA stores.

6) The bargain corner is the section where products with scratches, damages, superficial damages, display products, etc. that fall into the category of defective or used products are sold under the retail price. The products purchased from this section are excluded from the voluntary warranty and company return procedures.

7) You can utilize the guarantee by filing a written or personal application with IKEA Customer Services.

8) The guarantee conditions are set in accordance with the applicable Law, Regulations, and the useful life of the product. All you need to do to utilize the guarantee is to keep the original copy of the guarantee certificate provided on the back of the sales receipt or information slip, to observe the product maintenance advice, and to allow us to inspect the products you have purchased.

9) The warranty period for the products replaced under warranty is limited with the remaining warranty period of the originally purchased product.

10) This warranty is valid from 1 September 2025.

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.com.tr

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 two times per year.

Applicability of local laws:

This warranty gives you certain additional rights in addition to any local rights that you may have.

How to contact our repair services:

Contact the nearest IKEA store. Address and telephone details are available on our website www.IKEA.com.tr.

How to reach us if you need service

Contact your local IKEA store. You will find the address and phone number in the IKEA catalogue or at www.IKEA.com.tr

KEEP THE SALES RECEIPT!

All you need to do to utilize the guarantee is to keep the original copy of the guarantee certificate provided on the back of the sales receipt or information slip, to observe the product maintenance advice, and to allow us to inspect the products you have purchased.

If you encounter any problems or are not satisfied with a product, feel free to contact IKEA immediately at www.IKEA.com.tr.

