

# IKEA kitchen

**FREE**  
**25**  
Year  
Guarantee

Kitchen system  
sinks, worktops, frames,  
fronts and fixed inside  
accessories

**FREE**  
**10**  
Year  
Guarantee

Taps

**FREE**  
**5**  
Year  
Guarantee

Appliances





Everyday life at home puts high demands on a kitchen, which is why we test our kitchens thoroughly to ensure that they can take being exposed to heavy weights, high temperatures and everyday use.

We offer you a 25-year guarantee that covers defects in the material and workmanship on the METOD kitchen system. All kitchen mixer taps have a 10-year guarantee and all IKEA appliances have a 5-year guarantee.

This guarantee is valid for domestic kitchen use and is subject to the terms and conditions stated in this folder.

# TABLE OF CONTENTS

Kitchen drawers, cabinets, fronts, worktops, sinks ..... 4-6  
Kitchen mixer taps .....7-8  
Appliances..... 9-12



# Kitchen drawers, cabinets, fronts, worktops and sinks



## How long is the guarantee valid?

The guarantee for the METOD kitchen system remains in force for twenty-five (25) years and is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

## What is covered under this guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship in the METOD kitchen system.

## METHOD kitchen system

### What is covered under this guarantee?

This guarantee covers all the following parts of the METOD kitchen system:

- Cabinet frames (except for TUTEMO, HÖRDA, TORNVIKEN and VADHOLMA)
- Fronts
- UTRUSTA hinges
- MAXIMERA fully-extending drawers
- UTRUSTA shelves of tempered glass and melamine
- Legs and plinth
- Cover panels
- Deco strips/mouldings
- Worktops (except LILLTRÄSK and FYNDIG)
- Sinks (except FYNDIG sinks)
- UTRUSTA dish drainers for wall cabinet
- VÅGLIG connecting rail
- UTRUSTA supporting frame for waste



FÖRVARA drawers, UTRUSTA wire baskets, TUTEMO, TORNVIKEN, VADHOLMA and HÖRDA, TORNVIKEN wine shelves, VADHOLMA wine shelf, TORNVIKEN boxes and VADHOLMA drawer unit have a 10-year warranty.



UTRUSTA electrical push-opener, ERSÄTTARE sliding-hinge for semi integrated dishwasher and BEHJÄLPLIG sliding-hinge for fully integrated dishwasher.

## Products not covered under 25, 10 or 5 years guarantee

Knobs, handles, KNOXHULT kitchen, SUNNERSTA kitchen, FYNDIG kitchen, worktop and sink, LILLTRÄSK worktop.

**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.

**After Sales service**

In order to offer functional products that meet your needs and expectations we renew our product range every year. For this reason, we cannot guarantee that products and prices will be valid beyond the catalogue period of one year. We provide a 2-year After Sales service for your IKEA kitchen doors and drawer fronts.

This means that you can complement your kitchen with doors, drawer fronts, plinths, deco strips, mouldings and cover panels, as long as stocks last, up to two years after these products have been discontinued from the range. You can rely on the fact that we will always do all we can to make sure you are satisfied with your kitchen from IKEA.

**What is not covered under this guarantee?**

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

Follow our assembly instructions, installation instructions and care instructions carefully. 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.

This guarantee does not cover incidental or consequential damage.

**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 assistance**

Contact your local IKEA store. You will find the address and phone number to your nearest IKEA store in the IKEA catalogue or at [www.IKEA.gr](http://www.IKEA.gr)

# Kitchen mixer taps



## How long is the guarantee valid?

The guarantee for kitchen mixer taps purchased at IKEA remains in force for ten (10) years and is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

## What is covered under this guarantee?

The 10-year guarantee is valid for all kitchen mixer taps at IKEA. This guarantee applies to domestic use only and covers defects in material and workmanship in all kitchen mixer taps. Our kitchen mixer taps are tested well beyond all relevant international standards and we use only top brand components to secure our 10 year guarantee promise.

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris. It also does not apply to the filter/aerator which should be cleaned regularly or replaced when worn out.

Follow our assembly instructions and care instructions carefully. 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.

This guarantee does not apply if the products have been used for public use, outdoors or in a corrosive environment. It also does not cover accidental damage.

## 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, replace it with the same or a comparable product. If it is covered by this guarantee, IKEA will pay the costs of replacing it, labour and travel for staff, that IKEA incur, provided that the product is accessible for replacement without special expenditure. This does not apply to any work not authorized by IKEA. Replaced tap becomes 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.

## Certification

Certain countries have introduced statutory requirements for the approval and certification of kitchen mixer taps. Our mixer taps have been approved and certified to meet the relevant demands in every market.

**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 assistance**

Contact your local store or local IKEA customer service. You will find the address and phone number in the IKEA catalogue or at [www.IKEA.com](http://www.IKEA.com)

# Appliances



## **How long is the guarantee valid?**

This guarantee is valid for five (5) years from the original date of purchase of the IKEA appliance from IKEA. TILLREDA and LAGAN appliances have a two (2) year guarantee, valid from the original date of purchase.

The original sales receipt is required as proof of purchase.

If service work is carried out under guarantee, this will not extend the guarantee period for the appliance, or for the new parts.

## **What is covered under this guarantee?**

The guarantee covers faults of the appliance, which have been caused by faulty construction or material faults from the date of purchase from IKEA. This guarantee applies to domestic use only. The exceptions are specified under the headline "What is not covered under this guarantee?"

## **Which appliances are covered under this guarantee?**

The free five-year (5) guarantee is valid for all domestic IKEA kitchen appliances and covers defects in materials and workmanship.

## **Which appliances are not covered under this guarantee?**

For appliances named TILLREDA or LAGAN, a guarantee is valid for two years from the date of purchase.

## **What will IKEA do to correct the problem?**

The designated service company will examine the product and decide, at its sole discretion, if it is covered under this guarantee.

If considered covered, the designated service company 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.

Within the guarantee period, the costs to remedy the fault e.g. repairs, parts, labour and travel will be covered, provided that the appliance is accessible for repair without special expenditure.

On these conditions the EU guidelines (Nr. 99/44/EG) and the respective local regulations are applicable. Replaced parts become the property of IKEA. If the designated service company repairs or replaces the appliance under the terms of this guarantee, the designated service company will re-install the repaired appliance or install the replacement, if necessary. The operation is covered if the product is easily accessible for repair. If the product is installed in a not standard built-in solution the customer has to make the product accessible before the service visit.



### **Who will execute the service?**

The designated service company will provide the service through its own service operations or authorized service partner network.

### **What is not covered under this guarantee?**

- Deliberate or negligent damage, damage caused by failure to observe operating instructions, incorrect installation or by connection to the wrong voltage, damage caused by chemical or electro-chemical reaction, rust, corrosion or water damage including but not limited to damage caused by excessive lime in the water supply, damage caused by abnormal environmental conditions.
- Consumable parts including batteries and lamps.
- Non-functional and decorative parts which do not affect normal use of the appliance, including any scratches and possible colour differences.
- Accidental damage caused by foreign objects or substances and cleaning or unblocking of filters, drainage systems or soap drawers.
- Damage to the following parts: ceramic glass, accessories, crockery and cutlery baskets, feed and drainage pipes, seals, lamps and lamp covers, screens, knobs, casings and parts of casings. Unless such damages can be proved to be due to production faults.
- Cases where no fault could be found during a technician's visit.
- Repairs not carried out by our appointed service providers and/ or an authorised service contractual partner or where nonoriginal parts have been used.
- Repairs caused by installation which is faulty or not according to specification.
- The use of the appliance in a non-domestic environment i.e. professional use.
- Transportation damages. If a customer transports the product to their home or other address, IKEA is not liable for any damage that may occur during transport. However, in case of IKEA delivery of the product to the customer's delivery address, then eventual damages to the product that occurs during this delivery will be covered by IKEA, (but not under this guarantee). For claims under this last particular condition the customer should contact IKEA Customer Service at [www.IKEA.gr](http://www.IKEA.gr)
- Cost for carrying out the initial installation of the IKEA appliance.

These restrictions do not apply to fault-free work carried out by a qualified specialist using our original parts in order to adapt the appliance to the technical safety specifications of another EU country.

### **How country law applies**

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

**Area of validity**

For appliances which are purchased in one EU country and taken to another EU country, the services will be provided in the framework of the guarantee conditions normal in the new country. An obligation to carry out services in the framework of the guarantee exists only if the appliance complies and is installed in accordance with:

- the technical specifications of the country where the guarantee claim is made.
- the assembly and installation instructions and safety information that come with the appliance.

**How to reach us for before buying if you need advice**

If you have any questions about our appliances, please contact IKEA Customer Service at [www.IKEA.gr](http://www.IKEA.gr) or call our customer service line on 801 11 22 722 (calls from landlines with charges according to the pricing policy of your phone company) or 210 35 43 403 (for international calls or calls from mobile phones with charges according to the pricing policy of your phone company). Save your sales receipt as proof of purchase.

**How to reach us if you need service support after buying**

Please ring the number given in the documentation that comes with the product. To make sure that we can give you the best assistance, please read the Instructions for Use carefully before contacting us. Please also have the IKEA article number for your appliance at hand before calling us. You'll find this 8 digit number on your receipt as well as on the rating plate of the appliance.

# Save the receipt

It is your proof of purchase and required for the guarantee to apply.

If anything happens, or if you're not satisfied, just contact IKEA at [www.IKEA.gr](http://www.IKEA.gr)

