

IKEA kitchen

Sinks, taps, worktops, frames,
fronts and fixed inside





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.

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

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



FÖRVARA drawers, UTRUSTA wire baskets, TUTEMO and HÖRDA open cabinet have a 10-year guarantee.

Products not covered under 25 or 10 years guarantee

Knobs, handles, KNOXHULT kitchen, FYNDIG kitchen, FYNDIG sink and 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.

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.co.id

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.

The certificate number is stated on the assembly instructions that are supplied in the mixer tap packaging.

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.co.id

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.co.id

