

# 浴室冷熱水龍頭品質保證

Bathroom mixer taps guarantee

**10**年  
years  
品質保證  
Guarantee



要享受美好生活，當然需要優質的浴室冷熱水龍頭。宜家家居為確保品質，所有浴室冷熱水龍頭皆經過嚴格測試，並通過獨立機構認可，符合品質及耐用程度的標準。香港宜家家居為浴室冷熱水龍頭提供10年品質保證，保證範圍包括其製造過程中所引致的結構性問題。此品質保證受本文件所載的條款及細則約束。

## **香港宜家家居為浴室冷熱水龍頭提供10年品質保證(下稱「本品質保證」)**

### **本品質保證範圍包括什麼？**

保證適用於所有香港宜家家居的浴室冷熱水龍頭。本品質保證只適用於在家自用的浴室冷熱水龍頭，其製造過程中所引致的結構性問題。香港宜家家居的水龍頭皆經過測試，品質超過相關國際標準，並選用高級品牌的配件，以兌現10年品質保證的承諾。有效期為香港宜家家居首次購買發票日期起計算10年內。顧客必須出示由香港及澳門宜家家居發出之有效發票或網上購物付款證明之正本/影印本或其照片，以證明首次及其後的更換日期，方可享有有關品質保證。

### **本品質保證不包括什麼？**

- 拆除、組裝和安裝服務；
- 不適用於水龍頭附有的過濾器/加氣裝置；
- 任何正常的損耗、割痕或刮痕，或因撞擊、意外或水中殘餘物引致的損壞，亦不適用於沒有定期清理或更換的過濾器/加氣裝置。請仔細遵循宜家家居的組裝說明及保養說明；
- 未依照產品附上的組裝說明組裝的浴室冷熱水龍頭；
- 產品因受到任何外在因素所引致的損壞，例如在陽光下曝曬、潮濕環境中或濕氣引致的銹蝕問題；
- 特價陳列品；或未能提供發票或網上購物訂單發票付款證明之正本/影本或其照片之產品。

### **香港宜家家居如何處理本品質保證之申請？**

香港宜家家居會因應顧客所提出有關該浴室冷熱水龍頭於製造過程中所引致的結構性問題而作出檢驗。經檢驗及向生產商查詢(如需要)後，香港宜家家居會全權決定該產品是否適用於本品質保證並保留最終決定權。

### **本品質保證是如何運作？**

本品質保證之申請經確認後，香港宜家家居會全權決定修理或退換有問題之產品：

- 香港宜家家居會代為修理或退換相同或近似型號的產品。若首次購買的產品為缺貨產品，顧客可退換相同價值或同類產品，若顧客換購售價較高的同類產品，需另補差額。若顧客換購售價較低的同類產品，差額將不獲退回。
- 已退換的新產品所享的「浴室冷熱水龍頭10年品質保證」，將會由首次購買該產品的日期起計算之有關剩餘日期。
- 要求退換的產品必須同時退回香港宜家家居。

## 保養說明

- 首次使用前，應先扭下過濾器/加氣裝置，然後讓水流動5分鐘，再裝回過濾器/加氣裝置。
- 日常清潔只需使用柔軟的濕布及溫和清潔劑或肥皂清洗。切勿使用沙粉、鋼絲刷，或能溶解鈣、酸性、含有酒精或磨蝕劑的清潔劑。以清水沖洗後，用乾淨的布抹乾即可。
- 如要清理水垢，先以水稀釋普通白醋沖洗水垢，再用清水沖洗便可。
- 香港宜家家居建議定期拆下浴室冷熱水龍頭的過濾器/加氣裝置清洗。若過濾器/加氣裝置有水垢積聚，可用醋液沖洗。詳情請參閱隨產品所附的保養說明。

Everyday life at home puts high demands on bathroom mixer taps. To ensure that all our bathroom mixer taps comply with our strict standards for quality and durability they are all carefully tested and approved by an independent institute. That means we can offer you a 10-year guarantee from bathroom mixer taps, against structural manufacturing defects in materials. This guarantee is subject to the terms and conditions stated in this folder.

## **IKEA HK will provide 10-year Guarantee to bathroom mixer taps. ("this Guarantee")**

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

The 10-year guarantee is valid for all bathroom mixer taps at IKEA HK. This guarantee applies to domestic use only and covers structural manufacturing defects in materials in all bathroom mixer taps. Our taps are tested well beyond all relevant international standards and we use only top brand components to secure our 10-year guarantee promise. The guarantee is valid for 10 years from the original date of the first purchase of the product. In order to rely on this guarantee, proof of purchase by presenting the original, copy or photo of sales memo or the print-out of Online sales order invoice issued by IKEA Hong Kong/Macau is required to evidence the first purchase and all subsequent replacements.

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

- This guarantee does not cover dismantlement, assembly and installation service.
- This guarantee does not apply to filter/aerator.
- 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.
- Bathroom mixer taps that has not been assembled in accordance with the assembly instructions that accompanies the product.
- Damages caused by external factors such as exposure to the sun or in corrosive environment.
- This guarantee does not apply to bargain items, or any products without the original, copy or photo of sales invoice.

### **How does IKEA HK determine on any claim for this Guarantee?**

IKEA HK will examine the structural manufacturing defects of the bathroom mixer tap as alleged by the customer. After examination of the product and consultation with the manufacturer (as needed), IKEA HK shall determine in its sole discretion whether the product is covered under this guarantee. All decisions by IKEA HK shall be final.

### **How does this Guarantee scheme work?**

Subject to confirmation that this guarantee shall apply, IKEA HK shall in its sole discretion either repair or replace a defective product as follows:

- IKEA HK shall either repair the product or replace it with a new one of the same or similar model. If the model of the product the customer first purchased is out of stock, he may choose a new product of equal value or a different model of the same category. If the customer chooses a more expensive product, the customer shall pay the difference. If the customer chooses a cheaper product, the balance will be forfeited.
- The guarantee period of the replacement product shall be the balance of the 10 years from the date of the first purchase.
- The product under guarantee must be returned to IKEA HK at the time of replace.

### Care instructions

- Let water run through the bathroom mixer tap before using it for the first time. Screw off the filter/aerator and run water through it for about 5 minutes. Then screw it back on again.
  - For daily cleaning of your bathroom mixer tap, use a soft cloth dampened with water and a mild washing-up detergent or soap, if necessary. Never use scouring powder, steel wool or a detergent that is calcium-dissolving, sour or contains alcohol or abrasives. Rinse with water and dry/polish with a clean dry cloth.
  - To remove calcium deposits, use ordinary white vinegar diluted in water and rinse with plain water.
  - At IKEA HK, we recommend removing the filter/aerator on the bathroom mixer tap and cleaning it now and then. If the filter/aerator has a build-up of calcium, wash it in a vinegar solution.
- Read more in the care and advice instruction that comes with the product.



**請妥善保存訂購貨品單據和付款證明 (正本/影印本/照片)。**

**Please keep all your original sales invoice by  
either form of original/copy/photo.**

香港宜家家居保留最終修訂此保證之條款及細則之權利。

若有任何爭議，所有條款及細則均以英文版本為準。

如有查詢，請致電 客戶支援中心熱線 3125 0888

All decisions of IKEA HK shall be final.

In the event of discrepancy, the English version shall prevail.

For enquiries, please call IKEA customer support centre hotline 3125 0888

