

浴室洗手盆品質保證

Bathroom wash-basins guarantee

10年
years
品質保證
Guarantee



只有優質的浴室洗手盆，才能應付日常生活的需要。香港宜家家居所有洗手盆皆經過嚴格測試，確保它們符合香港宜家家居對品質、穩固度及耐用程度的標準，並達到家居使用的最高要求。香港宜家家居為浴室洗手盆提供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洗手盆提供10年品質保證(下稱「本品質保證」)

本品質保證範圍包括什麼？

保證適用於香港宜家家居所有浴室洗手盆連過濾器。本品質保證只適用於在家自用的洗手盆，其製造過程中所引致的結構性問題。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？

- 拆除和安裝服務；
- 浴室洗手盆曾以不正確方式貯存、組裝或安裝，經不適當地使用、以不當的清潔方式或清潔劑處理；
- 浴室洗手盆曾用作公共或戶外用途；
- 任何正常的損耗、割痕或刮痕，又或因撞擊、意外引致的損壞；
- 浴室洗手盆因受到任何外在因素所引致的損毀，例如在陽光下曝曬或濕氣等引致的問題；
- 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/影印本或其照片之產品；
- 本品質保證並不包括TOLKEN或VISKAN櫃台板。

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洗手盆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「浴室洗手盆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

洗手盆

- 使用濕布或非磨蝕性清潔劑作日常清潔。

研磨雲石

- 為保持外觀，切勿讓研磨雲石洗手盆接觸酸性物質、阿摩尼亞、強力清潔劑、染髮劑或氯。為免刮花洗手盆表面，請勿使用沙粉、鋼絲刷、堅硬或鋒利的工具清潔洗手盆表面。

陶瓷洗手盆

- 為保持外觀，切勿讓洗手盆接觸強酸(例如鹽酸及硫酸)及強鹼(例如氫氧化鈉)。

安裝方法

- 浴室洗手盆必須固定在牆上，但應確保浴室牆身可支撐洗手盆及傢具的重量，以免錯誤安裝導致受傷或損壞。如不確定安裝方法，請聯絡專業人士。由於牆身物料各異，產品並不包括上牆用螺絲。如需要有關選擇螺絲的專業意見，請聯絡就近的專門供應商。

Everyday life at home puts high demands on bathroom wash-basins. All IKEA wash-basins are rigorously tested to comply with our strict standards for quality, strength and durability as well as with the highest standards for domestic use. That means we can offer you a 10-year guarantee from bathroom wash-basins, 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 wash-basins (“this Guarantee”)

What is covered under this guarantee?

This guarantee is valid for all bathroom wash-basins including water trap at IKEA HK. The guarantee applies to domestic use only and covers structural manufacturing defects in material and workmanship in all bathroom wash-basins. 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 and installation service;
- This guarantee does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, or cleaned using the wrong cleaning methods or cleaning products;
- This guarantee does not apply if the products have been used for public use or outdoors;
- This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents;
- This guarantee does not cover damages caused by external factors such as exposure to the sun or dampness etc.
- This guarantee does not apply to bargain items, or any products without the original, copy or photo of sales invoice;
- This guarantee does not apply to TOLKEN or VISKAN countertop.

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

IKEA HK will examine the structural manufacturing defects of the wash-basin 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

Wash-basins

- For daily cleaning of the wash-basins simply use a cloth damped in water or a non-abrasive detergent.

Crushed marble

- To maintain the original finish, a crushed marble wash-basin should not come in contact with acids, ammonia, strong detergents, hair dye or chlorine. Scouring powder, steel wool, hard or sharp tools can scratch the surface.

Ceramic wash-basins

- To maintain the original finish, the wash-basin should not come in contact with strong acids like hydrochloric acid and sulphuric acid, and strong alkalis (e.g. caustic soda).

Installation

- Bathroom wash-basins must be fixed to the wall. Secure that the walls in your bathroom can support the weight of the wash-basin and the furniture, as wrong installation may cause injury or damage. If you are uncertain about the installation, contact a professional. As wall materials vary, screws for fixing to the wall are not included. For advice on suitable screw systems, contact your local specialised dealer.



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

