

**BEKANT/IDÅSEN/GALANT/HÄLLAN/
THYGE/SKARSTA 產品品質保證**
Product guarantee

10
years
品質保證
Guarantee



辦公室傢具必須品質出眾，才能應付日常生活及工作的需要。BEKANT書檯及貯物系列、IDÅSEN書檯及貯物系列、THYGE書檯系列、SKARSTA書檯系列、GALANT貯物系列及HÄLLAN貯物櫃系列均經過對品質及耐用程度的嚴格測試(書檯：EN 527-2及ANSI/BIFMA X:5.5；會議檯：EN1730及EN15372；貯物系列：EN14073，EN14074，ANSI/BIFMA x5.9及ISO-7170)，適合辦公室使用。因此，香港宜家家居為BEKANT書檯及貯物系列、IDÅSEN書檯及貯物系列、THYGE書檯系列、SKARSTA書檯系列、GALANT貯物系列及HÄLLAN貯物櫃系列提供10年品質保證，確保主要組件的功能十年不變，保障物料及手工的損耗程度。此品質保證受本文件列明的條款及細則約束。

香港宜家家居為以下BEKANT書檯及貯物系列、IDÅSEN書檯及貯物系列、THYGE書檯系列、SKARSTA書檯系列、GALANT貯物系列及HÄLLAN貯物櫃系列產品提供10年品質保證(下稱「本品質保證」)：

檯面、底架、檯腳、抽屜組合、貯物組合、趟門貯物櫃、層架組合及添加組合。

本品質保證範圍包括什麼？

本品質保證適用於上述BEKANT書檯及貯物系列、IDÅSEN書檯及貯物系列、THYGE書檯系列、SKARSTA書檯系列、GALANT貯物系列及HÄLLAN貯物櫃系列產品，於製造過程中所引起的結構性問題。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宜家家居發出之有效發票正本或網上購物訂單發票之列印本，以證明首次及其後的更換日期，方可享有有關品質保證。

本品質保證範圍不包括什麼？

- 產品曾以不正確的方式貯存或組裝、經不適當地使用、濫用、誤用、更改用途、或以不當的清潔方式或清潔劑處理；
- 產品並未依照背頁提供之保養方法及/或隨產品附上的保養單張所提供的方法保養；
- 任何正常的損耗、割痕、刮痕、不當的屈折、或因撞擊、意外引致的損壞；
- 產品並非依照產品附上的組裝說明書所提供的方法組裝；
- 產品因受到任何外在因素而損毀，例如陽光下曝曬、濕氣、灰塵等引致的問題；
- 產品曾放置在室外或潮濕環境中；
- 木飾面天然色澤的差異；
- 本品質保證不適用於特價陳列品或任何未能提供發票正本或網上購物訂單發票之列印本之產品；
- 本品質保證不適用於BEKANT屏風。

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BEKANT書檯及貯物系列、IDÅSEN書檯及貯物系列、THYGE書檯系列、SKARSTA書檯系列、GALANT貯物系列及HÄLLAN貯物櫃系列產品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「BEKANT書檯及貯物系列、IDÅSEN書檯及貯物系列、THYGE書檯系列、SKARSTA書檯系列、GALANT貯物系列及HÄLLAN貯物櫃系列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

- 我們建議使用了兩星期後，必須把螺絲上緊，此後每年檢查螺絲幾次，以確保它們依然上緊。
- 框架：用沾了溫和清潔劑的濕布清抹，再用乾布抹乾。

Everyday life at home and work puts high demands on office furniture. BEKANT series, IDÅSEN series, THYGE desk, SKARSTA desk, GALANT storage system and HÅLLAN cabinets have been tested according to the highest standards for office use (EN527-2 and ANSI/BIFMA X:5.5 for desks, EN1730 and EN15372 for conference tables, EN14073, EN14074, ANSI/BIFMA x5.9 and ISO-7170 for storage) and meets our strict standards for quality and durability. For this reason, we are able to offer a 10-year guarantee against defects in materials, workmanship and function on all main parts in the BEKANT series, IDÅSEN series, THYGE desk, SKARSTA desk, GALANT storage system and HÅLLAN cabinets. This guarantee is subject to the terms and conditions stated in this folder.

IKEA HK will provide 10-year Guarantee to the following products from BEKANT desk series, IDÅSEN series, THYGE desk, SKARSTA desk, GALANT storage system and HÅLLAN cabinets. ("this Guarantee"):

Table tops, frames, legs, drawer units, storage units, cabinets with sliding doors, shelf units and add-on units.

What is covered under this guarantee?

This guarantee covers structural manufacturing defects of the product from BEKANT desk series, IDÅSEN series, THYGE desk, SKARSTA desk, GALANT storage system and HÅLLAN cabinets listed above. 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 sales invoice or the print-out of the online sales order invoice issued by IKEA HK is required to evidence the first purchase and all subsequent replacement.

What is not covered under this guarantee?

- Products that has been stored/installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or cleaning products.
- Products that has not been maintained in accordance with the Care Instructions stated overleaf and/or maintenance leaflet that accompanies the product.
- Normal wear and tear, cuts or scratches, abnormal bending, damage caused by impacts or accidents.
- Products from 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, dampness, dust or mites etc.
- Products from that has been placed outdoors or in a humid environment.
- Natural difference in colour of the wood veneer.
- This guarantee does not apply to bargain items, or any products without the original sales invoice or the print-out of the online sales order invoice.
- This guarantee does not apply to BEKANT screens.

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

IKEA HK will examine the structural manufacturing defects of product from BEKANT desk series, IDÅSEN series, THYGE desk, SKARSTA desk, GALANT storage system and HÅLLAN cabinets 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 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

- Tighten the screws after two weeks of use, and make sure they stay tight by checking them a couple of times per year.
- Frame: Wipe clean with a mild soapy cloth dampened in a mild detergent, then dry with a dry cloth.



請保留所有有效之發票正本或網上購物訂單發票之列印本。
Please keep all your original sales invoice or the print-out of the online sales order invoice.

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

