

# BESTÅ系統貯物櫃品質保證

## Storage system guarantee

10  
years  
品質保證  
Guarantee



BESTÅ系統貯物櫃經過測試，符合我們對品質和耐用度的嚴格要求並參考歐盟標準嚴控甲醛含量，加強層板背面及底面及封邊處理減少受潮。安全、堅固耐用並符合一般家庭的日常使用標準。本品質保證的涵蓋範圍，以本手冊內文的條款和細則為準。

## **香港及澳門宜家家居為BESTÅ系統貯物櫃提供10年品質保證。(下稱「本品質保證」)**

### **本品質保證範圍包括什麼？**

保證只適用於在家自用的BESTÅ系統貯物櫃，其製造過程中所引致的結構性問題：

- 包含櫃框、門板/抽屜面板、內部配件、支腳

有效期為香港或澳門宜家家居首次蓋買發票日期起計算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。

### **本品質保證範圍不包括什麼？**

- 貯物櫃曾以不正確方式貯存或安裝，經不適當地使用、濫用、誤用、更改或以不當清潔方式或清潔劑處理；
- 任何正常的損耗、割痕、刮痕或因撞擊、意外引致的損壞；
- 貯物櫃因任何外在因素所引致的損毀，例如在陽光下曝曬、濕氣、灰塵、塵蟎等引致的問題；
- 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；
- 本品質保證不適用於把手及門柄及BESTÅ收納盒、抽屜墊、抽屜間隔

### **香港及澳門宜家家居如何處理本品質保證之申請？**

香港及澳門宜家家居會因應顧客所提出之有關BESTÅ系統貯物櫃於製作過程中所引致的結構性問題而做出檢驗。經檢驗及項生產商查詢(如需要)後，香港及澳門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，香港及澳門宜家家居會全權決定修理或退換有問題之產品：

- 香港及澳門宜家家居會代為修理或退換相同或相近似型號的產品。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「BESTÅ系統貯物櫃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及澳門宜家家居。

## 保養說明

- 使用兩星期後將螺絲鎖緊，每年須檢查螺絲緊度數次。
- 所有表面(玻璃除外)：用濕抹布沾溫和清潔劑擦拭乾淨，再用乾布擦乾。
- 玻璃表面：用抹布沾水或窗戶清潔劑擦拭乾淨，再用乾布擦乾。
- 強化玻璃材質，需小心使用！破損的邊緣或已刮傷的表面，可能會造成強化玻璃突然破裂，但只會碎成顆粒狀，不會造成尖銳碎片。
- 安全建議：BESTÅ系統貯物櫃所有產品，請務必使用所附的固定配件，將家具固定在牆上，以免小朋友因攀爬而導致家具傾倒。不同材質的牆壁需使用不同種類の上牆配件，請選用適合家中牆壁的螺絲 (需另外購買)。

BESTÅ system storage cabinets have been tested to meet our quality and durability requirements. IKEA strictly controls the formaldehyde content to meet EU standards. The panel is durable, back and bottom were treated with edge sealing to decrease the risk of damp. It is safe, sturdy and durable and meets the daily use standards of ordinary families. The coverage of this quality guarantee is subject to the terms and rules in this booklet.

## **IKEA HK/Macau will provide 10-year Guarantee to BESTÅ storage cabinets (“this Guarantee”)**

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

This guarantee applies to domestic use only and covers structural manufacturing defect in material of the BESTÅ system storage cabinets:

- Frames, door/drawer fronts, interior fittings and parts, legs

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 apply to products that have been stored or installed incorrectly, used inappropriately, abused, misused, altered or cleaned with wrong cleaning methods or wrong cleaning products;
- 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, dampness, dust or mites 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 knobs and handles, BESTÅ boxes, drawer divider, drawer mat.

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

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

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

- Subject to confirmation that this guarantee shall apply, IKEA HK/Macau shall in its sole direction either repair or replace a defective product as follows:
- IKEA HK/Macau 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 different model of the same category. If the customer chooses a more expensive product, the customer all 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/Macau at the time of replace.

**Care instructions**

- Tighten the screws after two weeks of use, and check the tightness of the screws several times a year.
- All surfaces (except glass): Wipe clean with a damp cloth dampened with mild detergent, and then dry with a dry cloth.
- Glass surface: Wipe clean with a cloth dampened with water or window cleaner, and then wipe dry with a dry cloth.
- Tempered glass material, please use it carefully! Damaged edges or scratched surfaces may cause the strengthened glass to burst suddenly, but it will only break into granular shapes and will not cause sharp fragments.
- Safety advice: For all the products of BESTÅ system storage cabinets, please be sure to use the attached fixing accessories to fix the furniture on the wall to prevent children from falling over due to climbing. Different wall materials require different types of wall fittings. Please choose screws suitable for walls in your home (sold separately).



**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.**

香港及澳門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

