

電競椅系列品質保證

Guarantee for GRUPPSPEL,
MATCHPEL, UTESPELARE and
HUVUDSPELARE gaming chair





日常的家居電競環境不能缺少一張優質的電競椅。宜家家居的椅子全部經過嚴格測試，確保符合我們對品質及安全的要求，適合辦公室使用。GRUPPSPEL 電競椅、MATCHSPEL 電競椅、UTESPELARE 電競椅、HUVUDSPELARE 電競椅皆通過辦公椅EN 1335及 ANSI/BIFMA X5.1最新版本的標準。因此，我們樂意為您提供3年品質保證，保障物料及手工的損耗程度，受保產品包括GRUPPSPEL 電競椅、MATCHSPEL 電競椅、UTESPELARE 電競椅、HUVUDSPELARE 電競椅。品質保證受本文件列明的條款及細則約束。

Everyday life at home puts high demands on gaming chairs. All our chairs are rigorously tested to comply with our strict standards for quality and safety of chairs intended for office use. GRUPPSPEL gaming chair, MATCHSPEL gaming chair, UTESPELARE gaming chair and HUVUDSPELARE gaming chair are tested according to the latest versions of EN 1335 and ANSI/BIFMA X5.1 for office chairs. This means that we can offer you a 3-year guarantee against defects in materials and workmanship that covers gaming chairs. GRUPPSPEL gaming chair, MATCHSPEL gaming chair, UTESPELARE gaming chair, HUVUDSPELARE gaming chair. This guarantee is subject to the terms and conditions stated in this folder.



MATCHSPEL



UTESPELARE



HUVUDSPELARE

本品質保證的期限

宜家家居為GRUPPSPEL系列、MATCHPEL系列、UTESPELARE系列及HUVUDSPELARE系列電競椅提供3年品質保證，自購買日期起生效，顧客需出示首次購買的發票，方可享有品質保證服務。

本品質保證範圍

本品質保證適用於一般辦公室及家庭正常使用，包括GRUPPSPEL系列、MATCHPEL系列、UTESPELARE系列及HUVUDSPELARE系列電競椅，保障物料及手工的損耗程度。本品質保證只適用於原買家，不得轉讓。

本品質保證範圍

品質保證範圍包括電競椅以下部分於製造過程中出現的物料和手工問題：

- 椅框
- 活動零件

活動零件指可活動或可調校的組件。品質保證範圍包括活輪、氣壓棒、機械裝置、扶手和椅背。本品質保證只適用於原買家，不得轉讓。

IKEA如何為您服務

我們的服務人員會檢視您的商品，檢視之後會決定是否適用於品質保證條款之保障範圍內。若適用於品質保證條款之保障範圍內，我們會決定替您維修商品或以相同或同等級之產品替換。若產品狀況適用於品質保證條款之保障範圍內，在不需支出特殊費用(如附註一)，我們將負擔維修、備用零件的費用。若產品狀況不適用於品質保證條款之保障範圍內，您仍交由IKEA維修，我們將向您收取維修、零件等必要費用。如產品曾經未獲IKEA授權的更改／改造，本公司將不再為該產品提供品質保證。原產品零件一經替換，該原產品零件所有權即為IKEA所有。

如果IKEA不再銷售該產品，我們將提供同等級的替代產品為您更換；若替代產品價格較高則須補足差額。產品品質保證之服務工作只限於香港或澳門境內。如已更換之新產品仍享有產品品質保證，其所享有之年限，則以原產品之購買日期開始計算。IKEA保留是否更換或更換產品種類的決定權。

附註一：如需收取特殊費用，客戶服務人員會於檢視商品後與客人聯絡商討方案並清楚說明收費。

那些狀況下產品無法得到產品品質保證

- 產品品質保證不適用於因存放失當、安裝方式錯誤、使用方法有誤、自行更改結構及使用不當清潔方式或用品所導致之瑕疵。
- 產品品質保證不適用於正常性損耗、切割或刮花、撞擊或意外所造成的損壞。
- 產品若放置於室外或潮濕的環境所引致的損毀或損耗，例如陽光曝曬、濕氣、黴菌、蟲害等引致的問題，不適用於本產品品質保證。
- 產品品質保證不適用於自行拆除、搬移或修補產品而造成的損毀。
- 產品品質保證不適用於天災或意外事件所造成的毀壞。
- 展示品及於特價部(Bargain Corner)所購買的產品不在產品品質保證範圍內。
- 產品品質保證只涵蓋原始購買人，權益不得轉讓。
- IKEA保留修正此產品品質保證條款與細則之權利。
- 無法出示購買證明，如發票者。
- 其他可歸責於購買者所致之故障或毀損者。

需要服務時該如何聯絡我們

您可經WhatsApp 或微信至+852 6736 5169或電郵至 enquiry@ikea.com.hk 或致電+852 3125 0888 (0800-347 澳門客戶)，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。

How long is the guarantee valid

The guarantee for GRUPPSPEL gaming chair, MATCHSPEL gaming chair, UTESPELARE gaming chair, HUVUDSPELARE gaming chair remains in force for (3) 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 and office use and covers defects in material and workmanship in GRUPPSPEL gaming chair, MATCHSPEL gaming chair, UTESPELARE gaming chair, HUVUDSPELARE gaming chair. This guarantee is to the benefit of the original purchaser of the product. It is not transferable.

What is covered under this guarantee

This guarantee covers defects in material and workmanship in the following parts of the chair:

- The structural frame
- Moving parts

Moving parts are components with moving functions or adjustable functions. The guarantee covers the intended function for the components of the castors, gas cylinder, mechanism, armrest and back rest adjustment mechanism. This guarantee is to the benefit of the original purchaser of the product. It is not transferable.

What will IKEA do to correct the problem?

IKEA will examine the product and decide, at its sole discretion, whether it is covered by our guarantee policy. If it is considered covered, IKEA will, at its sole discretion, either repair the defective product or replace with the same or a comparable product. IKEA will pay for the basic costs including repairs, spare parts, labor and travel cost, provided that the product is accessible for repair without special expenditure (Appendix 1). If the product has been altered without IKEA approval, IKEA will not provide any product guarantee for the product. Please note that all the replaced parts will become the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide a same grade product as an appropriate replacement. If the price of the substitute product is higher, the difference must be made up. The service of the product warranty is limited to Hong Kong or Macau only. If the replaced product is also under warranty, its warranty period will be counted from the purchase date of the original product. IKEA reserves the right to decide whether to replace or the product category replaced.

Appendix 1: Our customer service agent will explain clear if there is any special expenditure after inspection.

The product cannot be guaranteed under the following conditions

- This guarantee does not apply to products that have been stored, assembled or installed incorrectly, used inappropriately, abused, misused, altered, or cleaned using the wrong cleaning methods or 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 apply if the product has been placed outdoors or in a humid environment.
- The guarantee does not apply to damage caused by dismantling, moving or repairing the product by yourself.
- This guarantee does not apply to damage caused by natural disasters or accidents.
- This guarantee does not apply to products purchased in the showroom and bargain corner.
- The quality assurance only covers the original purchaser, and the rights and interests are not transferable.
- IKEA reserves the right to amend this quality assurance terms and conditions.
- Those who cannot show proof of purchase, such as invoices
- Other faults or damages attributable to the purchaser.

How to reach us if you need assistance

You can contact IKEA Hong Kong & Macau through below channels:
WhatsApp or Wechat to +852 6736 5169 or email to enquiry@ikea.com.hk or call +852 3125 0888 (0800 347 for Macau Customer) and show your proof of purchase by presenting the original, copy or photo of sales order 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.

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

