

PAX衣櫃品質保證

Wardrobe guarantee

10^{years}
品質保證
Guarantee



優質的衣櫃，能令日常生活更美好。PAX衣櫃在模擬家居使用情況下接受嚴格測試，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PAX衣櫃提供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PAX衣櫃，其製造過程中所引致的結構性問題：

- 櫃框
- 門及門鉸
- 趟門框連導軌

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？

- 衣櫃曾於以不正确方式貯存或安裝，經不適當地使用、濫用、誤用、更改，或以不當的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；
- 衣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KOMPLEMENT櫃內配件。

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PAX衣櫃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「PAX衣櫃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宜家家居。

保養說明

- 請依照組裝說明安裝產品，櫃框必須固定於牆上。請注意，不同物料的牆壁需要不同的牆身配件，如有疑問，請向就近的專門供應商查詢。
- 以濕布沾上溫和清潔劑擦拭，然後用乾布抹乾。

Everyday life at home puts high demands on wardrobes. PAX wardrobes endure rigorous tests to meet our strict standards for quality, strength and durability. The PAX wardrobes are tested under the highest standards in domestic applications.

IKEA HK will provide 10-year Guarantee to PAX wardrobes (“this Guarantee”)

What is covered under this guarantee?

This guarantee applies to domestic use only and covers structural manufacturing defects in material of the PAX wardrobes:

- Frames
- Hinged doors and hinges
- Sliding doors and sliding door mechanism

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 KOMPLEMENT interior organisers.

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

IKEA HK will examine the structural manufacturing defects of the PAX wardrobes 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

- Assemble according to the assembly instruction and secure the wardrobe frames by fixing them to a wall. Keep in mind that different wall materials require different types of wall fittings. If you are uncertain, contact your local hardware specialist.
- Wipe clean with a cloth dampened in mild cleaner. Then wipe clean with a dry cloth.



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

