

# 梳化/梳化床/扶手椅/ 腳凳品質保證

Guarantee for sofa/sofa-bed/  
armchair/footstool

**10** years  
品質保證  
Guarantee

**25** years  
品質保證  
Guarantee



要生活得舒適寫意，絕對不能缺少一張優質的梳化及扶手椅。宜家家居的梳化全部經過嚴格測試，保證優質耐用，符合日常生活的需要。此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 a sofa and armchair. Our sofas are rigorously tested to comply with our strict standards for quality and durability as well as with the highest standards for domestic use. This guarantee is subject to the terms and conditions stated in this folder.



**香港及澳門宜家家居為大多數梳化/梳化床/扶手椅/腳凳提供品質保證 (下稱「本品質保證」)：**

### **10年品質保證**

扶手椅、單座位、躺椅、活動躺椅、兩座位、兩座位連躺椅、三座位、角位梳化、梳化床及腳凳。

### **25年品質保證**

STOCKHOLM三座位梳化

### **本品質保證範圍包括什麼？**

保證範圍包括上述梳化、梳化床的框架、椅腳及彈簧，扶手椅及腳凳的框架於製造過程中所引起的結構性問題。有效期為香港及澳門宜家家居首次購買發票日期起計算。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？**

以下為本品質保證不予涵蓋的範圍：

- 布料椅套; 真皮/仿皮椅套
- POÄNG椅墊、POÄNG椅套;
- 藤製、竹製及自然纖維編織梳化及扶手椅;
- 部分活動躺椅; 蒲團式腳凳; 單獨販售的頸枕
- 產品曾以不正確的方式貯存或組裝、以不適當方式使用、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、塵蟎等引致的問題；
- 產品曾放置在室外或潮濕環境中，例如浴室；
- 所有椅套及布套，座椅墊及背墊；
- 本品質保證不適用於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POÄNG、STRANDMON兒童扶手椅。

## 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有關該產品於製造過程中出現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「梳化及扶手椅品質保證」，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

- 為確保座墊舒適，必須每月最少拍鬆座墊一次，令座墊回復原狀。另外亦要調換常用及較少用的座墊位置。
- 使用了兩星期後，必須把椅腳的螺絲上緊，此後每年檢查螺絲幾次，以確保它們依然上緊。
- 盡量避免每次坐在同一位置，這樣可延長梳化的壽命。
- 任何污漬都必須立即清除，而除去污漬的方法是輕輕拍印，不是擦走。一般清水或可把污漬去掉。
- 如果您不清楚污漬屬哪一類，最好交由專家處理，否則您有機會把污漬越洗越滲得深，而不是洗走。
- 為保持布料原來的鮮明色澤，請避免梳化和梳化床被陽光直接照射。
- 可拆除椅套的套邊縫有清洗指示，請細心閱讀並依照指示清洗。
- 洗滌時需將椅套向外翻轉及將拉鏈拉上。
- 請分開洗滌。
- 固定布套梳化和梳化床建議用吸塵機及濕布清理；水漬應立即擦乾，以免濕氣滲入。
- 熱力與陽光都會影響皮革，請避免皮梳化被陽光直射。
- 皮梳化只需定期吸塵，切勿使用清潔劑清洗。
- 請參閱隨產品附上之保養指南中的其他保養方法。

## **IKEA HK/Macau will provide Product Guarantee to most of the sofa and armchair series (“this Guarantee”):**

### **10-year Guarantee:**

Which include armchair, one-seat section, chaise longue, two-seat sofa, two-seat sofa with chaise longue, three-seat sofa, corner sofa, sofa bed and footstool.

### **25-year Guarantee:**

STOCKHOLM three-seat sofa

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

This guarantee covers structural manufacturing defects in material of the frame, legs and springs.

The guarantee is valid 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.

### **Products and parts not covered under this guarantee:**

This guarantee does not apply to:

- Fabric covers, leather/coated leather covers
- POÄNG cushions
- Seating furniture made of rattan, bamboo, or other natural fibers
- Some recliners; pouffes; headrests
- 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 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 that has been placed outdoors or in a humid environment, such as the bathroom.
- Fabric and leather covers, seat and back cushions.
- 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 POÄNG & STRANDMON children armchair.

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

IKEA HK/Macau will examine the structural and workmanship defects of the sofa and armchair products as alleged by the customer. 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 discretion 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 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 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**

- The cushions need to be cared for so that they maintain their comfort. They need to be plumped up on a regular basis, at least once a month. They should also be alternated, so that the cushions used most often change places with those used less often.
- Tighten the screws on the legs after two weeks of use, and make sure they stay tight by checking them a couple of times per year.
- You should avoid sitting in the same spot all the time. This will prolong the life of the sofa.
- Remove any marks immediately. Remember, stains should be "lifted", not rubbed away. Ordinary tap water may be able to lift the marks.
- If you do not know what caused the stain, it may be best to let an expert take a look at it. Otherwise you risk "washing in" the stain rather than washing it out.
- It is recommended to protect your sofa and sofa-bed from direct sunlight to retain the sofa fabric's original brightness and luster.
- Read and follow the washing instructions given on the label sewn onto the fabric of removable covers.
- Turn the cover inside out and zip up.
- To be washed separately.
- Fixed cover sofa and sofa-bed, vacuum clean with a damp cloth. Wet marks should always be dried off as soon as possible to stop moisture penetration.
- Heat and sunlight both have an effect on leather, therefore it is also advisable to protect leather from direct sunlight.
- For leather sofa, vacuum regularly. Never clean with detergents.
- Read more in the maintenance and advise instruction that comes with the product.





**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

