

TROVÄRDIG 煮食用具品質保證

Cookware guarantee

10^{years}
品質保證
Guarantee



TROVÄRDIG易潔平底鑊是香港宜家家居致力打造的優質煮食用具，品質與實用性兼備，更提供10年品質保證。顧客只要按照香港宜家家居的保養說明，在家中正常使用產品（每日煮食及洗滌一次），廚具便能耐用多年。本品質保證受本文件所載的條款及細則約束。

香港宜家家居為TROVÄRDIG煮食用具系列產品提供10年品質保證（下稱「本品質保證」）

本品質保證範圍包括什麼？

本品質保證範圍包括所有TROVÄRDIG平底鑊其製造過程中所引致的結構性問題。於一般家居用途情況下，顧客只要按照宜家家居的保養說明使用產品，產品在保證期內將會正常操作。一般家居用途是指每天使用及洗滌煮食用具一次。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。

本品質保證範圍包括：煮食用具底部，保證底部能夠保持原狀及有效導熱。



TROVÄRDIG 平底鑊
Ø28cm · 鋁/不銹鋼 · Teflon® Professional易潔塗層



TROVÄRDIG 平底鑊
Ø24cm · 鋁/不銹鋼 · Teflon® Professional易潔塗層



TROVÄRDIG 平底鑊
Ø20cm · 鋁/不銹鋼 · Teflon® Professional易潔塗層

本品質保證不包括什麼？

- 除非嚴重影響煮食用具功能，否則本品質保證範圍並不包括煮食用具外觀上的變化；
- 本品質保證不適用於以不正確方式貯存，又或以不適當方式使用、濫用、誤用、修改，或以不當清潔方式或清潔產品清潔的煮食用具；
- 本品質保證範圍並不包括正常的磨損、破裂、割痕或刮痕，又或因撞擊或意外引致的損壞；
- 本品質保證將不適用於曾放置在戶外或潮濕的環境的產品；
- 本品質保證並不包括附帶或衍生性破損；
- 本品質保證並不包括易潔鑊的易潔特性；
- 本品質保證並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或網上購物訂單發票之列印本之產品。

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TROVÄRDIG煮食用具系列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退換有問題之產品：

- 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「TROVÄRDIG煮食用具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分店之顧客服務部。

保養說明

- 附有易潔塗層的煮食用具只可手洗，以免洗碗碟機使用的洗潔精刮花表面。
- 廚具冷卻後底部會出現輕微凹陷，但加熱後會變平。因此，清洗前應先讓煮食用具冷卻，讓底部回復原狀，防止煮食用具永久變形。另外，切勿讓煮食用具內的水份燒乾，以免底部過熱變形。如易潔煮食用具過熱，可能會破壞易潔的特性。
- 以易潔煮食用具煮食時，採取少油或無油方式烹煮食物亦能防止食物燒焦或黏鍋，方便清潔。不過，由於易潔塗層容易刮花，您應使用沒有鋒利邊緣的木製和塑膠用具。貯存煮食用具時，應避免將易潔煮食用具疊起，以免刮花塗層。
- 應使用暖水及溫和的洗潔精清洗易潔煮食用具，切勿使用鋼絲刷或任何會刮花塗層的工具。洗碗碟機使用的洗潔精會刮花煮食用具表面，因此易潔煮食用具只可手洗。

TROVÄRDIG is our top of the line non-stick frying pan, developed with a focus on quality and function. This means we can guarantee it will last for 10 years. Meaning that they will still work as well as they did when they were new, provided that our care instructions are followed and they are subjected to normal domestic use (cooking and washing once a day). This guarantee is subject to the terms and conditions stated in this folder.

IKEA HK will provide 10-year Guarantee to the TROVÄRDIG cookware series (“this Guarantee”)

What is covered under this guarantee?

This guarantee covers structural manufacturing defects of all TROVÄRDIG frying pans. This means that, in normal domestic use and provided that our care instructions are followed, the cookware will still work as well as it did when it was new during the guarantee period. In this instance, normal use is defined as using an item for cooking food and washing it once a day. 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. The guarantee will cover: Stability of the base. In other words, the base of the cookware remains flat to conduct heat efficiently.



TROVÄRDIG Frying pan

Ø28cm, aluminium/stainless steel, coated with Teflon® Professional non-stick coating



TROVÄRDIG Frying pan

Ø24cm, aluminium/stainless steel, coated with Teflon® Professional non-stick coating



TROVÄRDIG Frying pan

Ø20cm, aluminium/stainless steel, coated with Teflon® Professional non-stick coating

What is covered under this guarantee?

- This guarantee does not cover changes in the appearance of the cookware unless they have a significant effect on function.
- This guarantee does not apply to products that have been stored incorrectly, used inappropriately, abused, misused, altered, or cleaned with 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.
- This guarantee does not cover consequential or incidental damages.
- This guarantee does not cover non-stick properties on non-stick pans.
- 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.

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

IKEA HK will examine the structural manufacturing defects of products from TROVÄRDIG cookware series 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 replace a defective product as follows:

- 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 our Customer Service Counter in our stores in Hong Kong at the time of replace.

Care instructions

- Cookware made with a non-stick coating inside should always be washed by hand. On non-stick coated cookware the surface can be damaged by the dishwasher detergent.
- The base of a cookware is slightly concave when cold, but expands to flatten out when heated. Because of this, you should always leave the cookware to cool off before cleaning it. This allows the base to resume its shape and helps to prevent it from becoming uneven with use. It is also important that you never let the cookware boil dry, because the base then becomes skew. If the cookware has a non-stick coating, overheating might also cause it to lose its non-stick properties.
- If the cookware has a non-stick coating it means that you can cook food in little or no fat or oil at all. It also makes the cookware easier to clean since the coating prevents food from burning and sticking to the surface. However, the coating is sensitive to scratches which is why you should only use wooden or plastic utensils without sharp edges in the cookware. We do not recommend that non-stick coated cookware are stored stacked inside each other since this can cause scratches on the coating.
- When cleaning a non-stick coated cookware, use a mild detergent and warm water. Do not use steel wool or anything that may scratch the coating. Always wash the cookware by hand since dishwasher detergent can damage the surface.



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

