

工作椅品質保證

Guarantee for MULLFJÄLLET,
MARKUS, LÅNGFJÄLL,
HATTEFJÄLL, ALEFJÄLL,
JÄRVFJÄLLET, TROLLBERGET,
LIDKULLEN, FLINTAN and
FJÄLLBERGET work chairs

10年
years

品質保證
Guarantee



辦公椅必須品質出眾，才能應付日常家居生活及工作所需。這些工作椅均經過辦公室使用的最高標準測試 (辦公椅：EN 1335及ANSI/BIFMA X5.1；會議椅：EN16139及ANSI/BIFMA X5.1)，符合我們對品質及安全的嚴格要求。因此，我們樂意為您提供10年品質保證，針對活動配件及框架在物料及製作工藝上的瑕疵。本品質保證受本文件列明的條款及細則約束。

Everyday life at home and work puts high demands on office chairs. These work chairs have been tested according to high standards for office use (EN 1335, ANSI/BIFMA X5.1 for office chairs EN16139, ANSI/BIFMA X5.1 for conference chairs) and meet our strict standards for quality and safety. For this reason, we are able to offer a 10- year guarantee against defects in materials and workmanship in the moving parts and frame. This guarantee is subject to the terms and conditions stated in this folder.

本品質保證有效期為多久？

我們提供10年品質保證，由購買當日起生效。顧客需出示收據正本以作購物證明，方可享有品質保證服務。

本品質保證範圍包括什麼？

本保固涵蓋工作椅以下部件在材料及製作工藝上的瑕疵：

- 結構框架
- 活動配件

活動零件指可活動或可調校的組件。本品質保證範圍包括活輪、氣壓棒、機械裝置、扶手和椅背調整裝置的原擬功能。

宜家家居如何為您服務？

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。

哪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 this guarantee valid?

The guarantee remains in force for ten (10) 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

The guarantee covers defects in material and workmanship on the following parts of the work 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.

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.

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

