

辦公室傢具品質保證

Office furniture guarantee



商用書檯、會議檯、隔音屏風、間隔屏風、
辦公室貯物系列、辦公椅、會議椅

Office desks, conference tables, acoustic screens,
office room dividers, office storage, office chairs,
and conference chairs



辦公室傢具必須品質出眾，才能應付日常工作及居家生活所需，這就是為什麼我們對產品進行透徹測試，以確保它們可承受在家用及非家用環境中的日常使用。

因此，我們樂意為您提供10年品質保證，針對物料、製作工藝及功能上的瑕疵。

本品質保證所涵蓋的書檯、檯、貯物系列、屏風及間隔屏風均經過測試，符合辦公及公共場所使用的標準(會議檯、摺檯、手提電腦檯：EN 15372及 ANSI/BIFMA X:5.5；書檯：EN527、ANSI/BIFMA x6.5及ANSI/BIFMA 5.5；貯物系列：EN 14073、EN14074、ANSI/BIFMA x5.9及ISO-7170；辦公室隔音屏風：EN1023-2；活動式框架：EN1023-2、EN 14073、EN14074、ANSI/BIFMA x5.9及ISO-7170，視組合而定)，及針對安全、耐用及穩定程度的要求。

- BEKANT 貯物系列
- GALANT 貯物系列
- HÄLLAN 貯物系列
- IDÅSEN 書檯、檯及貯物系列
- MITTZON 書檯、檯、屏風、隔音屏障
- TROTTEEN 書檯、檯及貯物系列
- RODULF 書檯

本品質保證所涵蓋的辦公椅均經過測試，符合辦公及公共場所使用的標準(辦公椅：EN 1335及ANSI/BIFMA X5.1；會議椅：EN16139及ANSI/BIFMA X5.1；升降凳：EN16139等級1)，以及針對安全、耐用及穩定程度的要求。

- ALEFJÄLL 辦公椅
- FLINTAN 辦公椅
- GRÖNFJÄLL 辦公椅
- HATTEFJÄLL 辦公椅
- JÄRVFJÄLLET 辦公椅
- MARKUS 辦公椅
- SMÖRKULL 辦公椅
- LIDKULLEN 升降凳
- TROLLBERGET 升降凳
- FJÄLLBERGET 辦公椅
- LÅNGFJÄLL 辦公椅
- LÄKTARE 辦公椅
- MULLFJÄLLET 辦公椅

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？

本品質保證涵蓋所有上述產品，在以正確方式組合並依說明指示組裝的情況下，於物料、製作工藝及功能方面的瑕疵。本品質保證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。

本品質保證適用於家用與非家用的辦公及公共場所使用，並受本文件列明的條款及細則約束。

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。

本品質保證範圍不包括什麼？

以下產品不在本品質保證範圍內：

- ROTHULT智能鎖
- EILIF屏風

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。

組裝及保養說明

您需遵從每款產品之特定保養方法，方可享有此品質保證服務。您可在www.IKEA.com.hk的產品頁面上找到所有組裝及保養說明。

個別辦公室貯物櫃及抽屜組合必須固定到牆上，請確保傢具正確安裝到牆上。牆身物料不盡相同，產品不含上牆螺絲。請向本地經銷商查詢所合適的螺絲配件。

請於使用兩週後重新把螺絲上緊，並每年檢查數次，確保螺絲依然緊固。

本地法律如何適用

本品質保證授予您法定合法權利以外的特定法律權利。

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。

Everyday life at work, and at home, puts high demands on office furniture, which is why we test ours thoroughly to ensure they can withstand the everyday usage in a domestic and non-domestic environment.

For this reason we offer a 10-year guarantee that covers defects in material, workmanship, and function.

The desks, tables, storage, screens and room dividers covered in this guarantee, have been tested according to the standards for office and public use (EN 15372 and ANSI/BIFMA X:5.5 for conference table, foldable table, laptop table; EN527, ANSI/BIFMA x6.5 and ANSI/BIFMA 5.5 for desks; EN 14073, EN14074, ANSI/BIFMA x5.9 and ISO-7170 for storage; EN1023-2 for acoustic office screens; EN1023-2, EN 14073, EN14074, ANSI/BIFMA x5.9 and ISO-7170 for Frames on castors, depending on the combination) and meet the requirements for safety, durability, and stability.

- BEKANT storage
- GALANT storage
- HÄLLAN storage
- IDÅSEN desks, tables, storage
- MITTZON desks, tables, room dividers and acoustic screens
- TROTTEEN desks, tables, storage
- RODULF desk

The work chairs covered in this guarantee, have been tested according to the standards for office and public use (EN 1335, ANSI/BIFMA X5.1 for office chairs; EN16139, ANSI/BIFMA X5.1 for conference chairs, EN16139 level 1 for sit/stand support) and meet the requirements for safety, durability, and stability.

- ALEFJÄLL office chair
- FLINTAN office chair
- GRÖNFJÄLL office chair
- HATTEFJÄLL office chair
- JÄRVFJÄLLET office chair
- MARKUS office chair
- SMÖRKULL office chair
- LIDKULLEN sit/stand support
- TROLLBERGET sit/stand support
- FJÄLLBERGET conference chair
- LÅNGFJÄLL conference chair
- LÅKTARE conference chair
- MULLFJÄLLET conference chair

This guarantee is valid for domestic and non-domestic office and public use and is subject to the terms and conditions stated in this document.

How long is this guarantee valid?

The guarantee remains for 10 years and is valid from the date of purchase. The original purchase receipt is required as a proof of purchase.

What is covered under this guarantee?

It covers defects in materials, workmanship, and function of all the mentioned products when combined in a correct way and assembled according to assembly instructions.

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 is not covered under this guarantee?

This guarantee does not apply to products mentioned in this guarantee document, that have been stored or assembled 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 apply if the products have been placed outdoors, in prolonged direct sunlight or in a humid environment e.g. kitchen and bathroom.

This guarantee does not cover consequential or incidental damages.

For customers in the US only: Some states do not allow the limitation or exclusion of incidental or consequential damage, so this limitation or exclusion may not apply to you.

Products not covered under this guarantee:

- ROTHULT smart lock
- EILIF screens
- SIDORNA room dividers

What will IKEA do to correct the problem?

IKEA will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA through its own service operations, will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product.

If it is covered by this guarantee, IKEA will pay the costs of repairs, spare parts, labour and travel for repair staff, that IKEA incur, provided that the product is accessible for repair without special expenditure. This does not apply to any repair work not authorized by IKEA. Replaced parts become the property of IKEA.

If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

If any additional fees are required, our customer service representatives will inspect the items, discuss options with the customer, and provide clear explanations of the charges.

Assembly and Care instructions

To be able to rely on these guarantees you need to follow the specific care instructions for every product. You find all assembly and care instructions at www.IKEA.com.

Some office cabinets and storage units must be fixed to the wall. Secure that you attach them properly. All wall materials vary, screws for fixing to wall are not included. For advice on suitable screw systems, contact your local specialized dealer.

Tighten the screws after two weeks of use, and make sure they stay tight by checking them a couple of times per year.

How country, provincial and state law applies

This guarantee gives you specific legal rights, and is in addition to your statutory legal rights.

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

