

IKEA廚房刀具品質保證

IKEA kitchen knives guarantee

15年
years

品質保證
Guarantee



日常家居生活頻繁使用廚房刀具，而IKEA廚房刀具適合日常使用，其品質足以滿足日常烹飪需求，是您的廚房裡必備的工具。我們為IKEA廚房刀具提供15年品質保證，這意味著只要遵循我們的保養說明，在您一般家庭內正常使用情況下(用於切割食物、每天清洗一次及定期磨刀)，刀具就能一直發揮其功能。本品質保證涵蓋功能、物料及工藝方面，並受本文件列明的條款及細則約束。

Everyday life at home puts high demands on kitchen knives. IKEA kitchen knives are knives for everyday use. With a quality that stands up to the demands of daily cooking, these knives should be the first thing you choose in your kitchen. We guarantee that IKEA kitchen knives will keep their function for 15 years. That means that they will retain their functionality over time, provided that our care instructions are followed and they are subjected to normal domestic use (cutting food, being cleaned once a day and regular sharpening). This guarantee of function, materials and workmanship is subject to the terms and conditions stated in this folder.



IKEA廚房刀具15年品質保證

IKEA kitchen knives with a 15-year guarantee.

本品質保證有效期為多久？

我們為IKEA廚房刀具提供15年品質保證，由購買當日起生效 (注意 - 此品質保證僅適用於2024年9月1日起購買的商品。顧客需出示收據正本以作購買證明，方可享有品質保證。

本品質保證涵蓋什麼？

本品質保證適用於IKEA大部分廚房刀具，涵蓋功能、物料及工藝方面。這意味著只要在您一般家庭內正常使用情況下，並遵循我們的保養說明，刀具就能一直發揮其功能，甚至是過了15年之後。正常使用是指用於切割食物、每天手洗一次及定期磨刀。

本品質保證涵蓋：

- 刀具鋒利度：刀具剛買回來時應是鋒利的，而您亦可使其保持鋒利，以供每天正常使用。刀片由經硬化處理的鋼製成，因此在品質保證期內，您可隨時透過磨刀恢復其鋒利度。
- 刀柄耐用度(包括木製刀柄)：刀具的刀柄不應出現裂痕或折斷，或者刀片從刀柄鬆脫等使刀具無法使用的情況。
- 刀片不應出現任何腐蝕情況。

不適用於本品質保證的產品：

產品名稱為FÖRDUBBLA、HACKIG、UPPFYLLD、SKALAD與SMÅBIT的刀具，以及餐具套裝、牛排刀和磨刀器中的刀具，均不適用於本品質保證。

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。

本品質保證不涵蓋什麼？

若產品用於非家庭用途，將不適用於本品質保證。本品質保證不涵蓋對功能無顯著影響的外觀變化。本品質保證不適用於存放失當、使用不當、濫用、錯誤使用、改裝、以不當方式或用品清潔的產品。本品質保證不涵蓋正常磨損、割痕或刮痕，以及撞擊或意外造成的損壞。若產品曾放置於室外或潮濕環境，將不適用於本品質保證。本品質保證不涵蓋間接或附帶損害。

保養說明

初次使用說明

- 在第一次使用前，請先將刀具洗淨、擦乾。

清潔說明

- 建議手洗刀具。雖然使用洗碗機清洗不會導致刀具完全無法使用，但是可能會造成邊緣損壞或刀片腐蝕。
- 使用後請立即將刀具洗淨擦乾，防止生雞肉或新鮮蔬菜等食物的細菌殘留在刀上而傳播開來。
- 為避免難看的污漬殘留在刀片上，請將刀具洗淨後立即擦乾。

磨刀說明

- 鋒利的刀比鈍刀更安全，因此請定期磨刀。IKEA廚房刀具的刀片部分均採用不銹鋼物料製造，易於修磨。一般家用的話，建議一星期磨刀一次。
- 請謹記磨刀器必須由比鋼刀片更硬的物料製成。因此您需要使用陶瓷、鑽石或磨石製的磨刀器。請勿使用不銹鋼製的磨刀器。
- 如果刀具因長期使用或疏忽保養而嚴重變鈍，應尋求專業修復處理，以恢復刀刃的鋒利度。

存放及使用說明

- 請避免切割冷凍食品或堅硬食物(例如骨頭等)，否則可能導致刀刃變形或刀片碎裂。在切割堅硬的食物時，請將刀具前後來回移動，切忌左右搖晃。
- 請使用木製或塑膠砧板。請勿在玻璃、金屬或陶瓷表面上使用刀具。
- 請將刀具存放在刀架或掛牆磁石刀架。妥善存放刀具可保護刀刃，並延長其使用壽命。

木製刀柄保養說明

- 對於配有木製刀柄的刀具，為有效保護木材和提高其天然防潮功效，應使用如植物油等經安全認證的食用油為木製刀柄上油。先塗上一層油，再將多餘的油擦掉，24小時後重複步驟。需要時重複以上保養步驟。
- 請勿讓木製刀柄長時間接觸水氣、浸泡或受潮。

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。

需要服務時如何聯絡我們？

您可經WhatsApp 或微信至+852 6736 5169或電郵到 enquiry@ikea.com.hk 或致電 +852 3125 0888 (澳門客戶：+853 0800-347)。請出示購買證明，方可享有品質保證。

How long is the guarantee valid?

The guarantee for IKEA kitchen knives remains in force for fifteen (15) years from the date of purchase (note – this guarantee only applies to purchases made from September 1, 2024). The original purchase receipt is required as proof of purchase.

What is covered under this guarantee?

This guarantee covers function, materials and workmanship in the majority of all IKEA kitchen knives. This means that, for normal domestic use and provided that our care instructions are followed, the knives will retain their functionality, even after 15 years. Normal use is defined as using (for cutting food), cleaning the knife by hand once a day and regular sharpening.

The guarantee covers:

- Sharpness of the knife. The knife shall be sharp when you buy it and you will be able to keep it sharp so it can function properly, every day. The knife blade is made of a steel that is hardened so that it is possible to sharpen the knife to original sharpness anytime during the guarantee period.
- Durable handle, including wooden handle. The handle of the knife should not crack, break or come loose from the blade so that the knife is not possible to use.
- No corrosion arising on the knife blade.

Products not covered under this guarantee:

Knives with the product name FÖRDUBBLA, HACKIG, UPPFYLLD, SKALAD and SMÅBIT, as well as knives from cutlery, steak knives and knife sharpeners, are not covered under this guarantee.

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.

What is not covered under this guarantee?

This guarantee does not cover non-domestic use. This guarantee does not cover changes in the appearance of the knife 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.

Care instructions

Before using for the first time

- Wash, rinse and dry the knife before using it for the first time.

Cleaning

- Knives prefer to be washed by hand. The knife is unlikely to be rendered useless if washed in a dishwasher, but the edge can be damaged and the blade may corrode.
- Wash and dry the knife directly after use. This prevents any risk of bacteria spreading from, for example, raw chicken to fresh vegetables.

To avoid unsightly marks on the blade, dry the knife immediately after it has been washed.

Sharpening and whetting

- A sharp knife is safer to use than a blunt one, so sharpen your knife regularly. IKEA kitchen knives have a blade in stainless steel that is simple to sharpen. Once a week is usually advisable for ordinary household use.
- Remember that the sharpener must be made of a harder material than the steel in the blades. For this reason you need to use a knife sharpener made of ceramic, diamond or a whetstone. Never use a sharpener made of stainless steel.
- If a knife has become very blunt due to long use or carelessness, you may need to have the blade professionally sharpened to restore its edge.

Storing and using your knife

- Avoid cutting through frozen or very hard foods (for example, bones) since this can cause the edge to bend or shards to loosen in the blade. If you cut into hard foods: Pull the knife back and forth through the food. Do not rock the knife from side to side.
- Always use a chopping board made of wood or plastic. Never cut on a surface made of glass, metal or ceramic.
- Store your knife in a knife block or on a magnetic strip on the wall. Storing knives in the right way protects the edge and prolongs the life of the knife.

Taking care of the wooden handle

- For knives with wooden handles, to best protect the wooden material and increase its natural resistance to moisture, it should be treated with oil approved for contact with food, for example vegetable oil. Oil once, wipe off any surplus oil and then repeat after 24 hours. Repeat the process when necessary.
- Do not allow the wooden handle to come into contact with water, soak or get moist for a prolonged period.

How country, provincial and state law applies?

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

How to reach us if you need assistance

Contact us by sending messages via WhatsApp or WeChat at +852 6736 5169 or emailing enquiry@ikea.com.hk or calling +852 3125 0888 (+853 0800 347 for customers from Macau). Your proof of purchase is required for the guarantee to apply.

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

