

IKEA浴室品質保證

IKEA bathroom guarantee

10年
years

品質保證
Guarantee

3年
years

品質保證
Guarantee

浴室家具系列：

檯面，洗臉盆，浴室水龍頭，淋浴龍頭，花灑及配件和浴室鏡/鏡櫃。

Bathroom furniture series:

countertops, wash-basins, mixer taps, shower mixers, shower accessories and mirrors



只有優質的浴室傢具，才能應付日常生活的需要。浴室傢具及櫃腳系列均在模擬家居使用的情況下接受嚴格測試，確保它們符合宜家家居對品質、穩固度及耐用程度的標準，且可承受一般家用室內環境的日常使用。

香港宜家家居為您提供10年品質保證，保證範圍包括製造過程中所引致的結構性問題，材料、製作工藝及功能上之瑕疵。10年品質保證類別包括ENHET、HAVBÄCK、ÄNGSJÖN、TÄNNFORSEN、HAGAÅN、FAXÄLVEN 和 LETTAN 浴室傢具系列，TOLKEN 和 ÅLSKEN 櫃台板，ALMAÅN 櫃腳，所有浴室洗手盆，水龍頭及淋浴龍頭。

另外，香港宜家家居為您提供ÅBÄCKEN水龍頭噴嘴以及所有淋浴配件（例如掛桿、頂噴式及手持式花灑、花灑喉和花灑托架）的3年品質保證。

此品質保證受本文件所載的條款及細則約束。

10
years
品質保證
Guarantee

ENHET、HAVBÄCK、ÄNGSJÖN、TÄNNFORSEN、HAGAÅN浴室傢具系列、FAXÄLVEN和LETTAN浴室鏡子/鏡櫃，TOLKEN和HEMTRÄSK 櫃台板，ENHET和ALMAÅN櫃腳提供10年品質保證。

10
years
品質保證
Guarantee

浴室洗手盆，水龍頭及淋浴龍頭提供10年品質保證。

3
years
品質保證
Guarantee

淋浴花灑及淋浴配件提供3年品質保證。

10
years
品質保證
Guarantee

ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, LETTAN, ALMAÅN, HEMTRÄSK及TOLKEN 浴室家具系列10年品質保證

本品質保證有效期為多久？

香港宜家家居提供以下所列浴室家具系列10年品質保證，有效期為香港宜家家居首次購買發票日期起計算10年內。顧客需出示原始購買證明，方可享有品質保證服務。

本品質保證範圍包括什麼？

品質保證只適用於一般家居浴室，其製造過程中所引致的結構性問題，還有材料、製作工藝及功能上之瑕疵。

| 浴室家具 | 浴室鏡/鏡櫃 | 櫃腳 | 櫃台板 |
|---|--------------------|-----------------|--------------------|
| ENHET HAVBÄCK ÄNGSJÖN TÄNNFORSEN HAGAÅN | FAXÄLVEN LETTAN | ALMAÅN ENHET | TOLKEN HEMTRÄSK |

那些情況及狀況下產品無法得到品質保證？

- 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正常性損耗、切割加工或刮花、撞擊或意外所造成的損壞。
- 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。

IKEA如何為您服務？

香港宜家家居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，香港宜家家居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。

安裝注意事項

請確保ENHET、HAVBÄCK、ÄNGSJÖN、TÄNNFORSEN、HAGAÅN、FAXÄLVEN和LETTAN浴室傢具必須固定到牆上。請確保您浴室的牆壁能夠承受傢具的重量，因為安裝不當可能會導致受傷或損壞。由於牆身物料不盡相同，產品內不含上牆螺絲。請聯繫最近分店，查詢適合的螺絲配件建議。請仔細閱讀及依照香港宜家家居的浴室組裝、安裝和保養說明使用。若您對產品安裝有任何疑問，請洽詢服務人員。

產品品質保證的法律權益

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香港宜家家居？

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。



浴室洗手盆、浴室水龍頭和洗手盆配件 3年及10年品質保證

本品質保證有效期為多久？

香港宜家家居提供所有浴室洗手盆和浴室水龍頭10年品質保證；ÅBÄCKEN水龍頭噴嘴3年品質保證，自購買日期起生效。顧客需出示原始購買證明，方可享有品質保證服務。

本品質保證範圍包括什麼？

本品質保證提供浴室洗手盆，包括排水管和浴室水龍頭10年品質保證。本品質保證範圍涵蓋材料、製作工藝及功能上之瑕疵。香港宜家家居的產品在測試中遠超過所有相關的國際標準，並且香港宜家家居只使用頂級品牌的零配件，以確保香港宜家家居的10年品質保證承諾。

哪些情況及狀況下產品無法得到保固？

- 產品品質保證不適用於浴室水龍頭的濾網/分流器，該部分為正常損耗，應定期清潔或在磨損時更換。請仔細遵循香港宜家家居的組裝說明和保養指南。
- 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因使用所生外觀上的改變，或產品因受到任何外在因素與環境所引致的損毀或耗損，例如陽光曝曬、黴菌、蟲害及非乾濕分離之浴室等引致的問題。
- 產品品質保證不適用於正常性損耗、切割加工或刮傷、撞擊或意外所造成的損壞。
- 產品若用作公共或戶外用途，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毀損。
- 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)所購買的產品不在品質保證範圍內。
- 品質保證只涵蓋原始購買人，權益不得轉讓。
- IKEA保留修正此品質保證條款與細則之權利。
- 無法提示購買證明，如發票者。
- 其他可歸責於購買者所致之故障或毀損者。

IKEA如何為您服務？

香港宜家家居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，香港宜家家居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。

安裝注意事項

請確保您浴室的牆壁能夠承受洗手盆及浴室傢具的重量，因為安裝不當可能會導致受傷或損壞。由於牆身物料不盡相同，產品內不含上牆螺絲。請聯繫最近分店，查詢適合的螺絲配件建議。請仔細閱讀及依照浴室組裝、安裝和保養說明使用。若您對產品安裝有任何疑問，請洽詢服務人員。

產品品質保證的法律權益

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香港宜家家居？

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10年
years
品質保證
Guarantee

3年
years
品質保證
Guarantee

浴室/淋浴龍頭、淋浴花灑及配件 3年及10年品質保證

本品質保證有效期為多久？

香港宜家家居提供部分浴室淋浴龍頭10年品質保證；部分淋浴產品3年品質保證，自購買日期起生效。顧客需出示原始購買證明，方可享有品質保證服務。

| 保證年限 | 淋浴龍頭 | 花灑組合連 淋浴龍頭 |
|------|----------------------------------|--------------------|
| 10年 | BROGRUND VOXNAN VALLAMOSSE | BROGRUND VOXNAN |

| 保證年限 | 花灑組合連 分流器 | 掛牆花灑套裝 | 花灑 | 淋浴配件 |
|------|-------------------|------------------------|-------------------------------------|--|
| 3年 | BROGRUND VOXAN | BROGRUND VALLAMOSSE | BROGRUND VALLAMOSSE LILLREVET | BROGRUND浴室架 VOXAN浴室架 LILLREVET花灑喉 KOLSJÖN花灑喉 KOLSJÖN花灑托架 |

本品質保證範圍包括什麼？

僅限一般家庭正常室內使用情況下，提供浴室淋浴龍頭10年品質保證；淋浴花灑及配件3年品質保證。本品質保證範圍涵蓋材料、製作工藝及功能上之瑕疵。香港宜家家居的產品在測試中遠超過所有相關的國際標準，並且香港宜家家居只使用頂級品牌的零配件，以確保香港宜家家居的3年及10年品質保證承諾。

那些情況及狀況下產品無法得到品質保證？

- 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因使用所生外觀上的改變，或產品因受到任何外在因素與環境所引致的損毀或耗損，例如陽光曝曬、黴菌、蟲害及非乾濕分離之浴室等引致的問題。
- 產品品質保證不適用於正常性損耗、切割或刮傷、撞擊或意外所造成的損壞。
- 產品若用作公共或戶外用途，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毀損。

- 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) 所購買的產品不在品質保證範圍內。
- 品質保證只涵蓋原始購買人，權益不得轉讓。
- IKEA保留修正此品質保證條款與細則之權利。
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- 其他可歸責於購買者所致之故障或毀損者。

IKEA如何為您服務?

香港宜家家居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，

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如果IKEA不再銷售該產品，香港宜家家居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。

安裝及保養說明

請仔細閱讀及依照組裝、安裝和保養說明使用。若您對產品安裝有任何疑問，請洽詢服務人員。提醒您，記得遵守產品所附的使用與保養指南，才能享有品質保證服務。您也可以到IKEA店裡或 IKEA.com.hk 網站找到完整的說明。

產品品質保證的法律權益

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香港宜家家居?

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Everyday life at home puts high demands on bathroom furniture, which is why our bathrooms endure rigorous tests to meet our strict standards for quality, strength and durability. They are tested under the highest standards in domestic applications.

We offer you a 10-year guarantee that covers defects in the material and workmanship on the ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN and LETTAN bathroom series, TOLKEN and HEMTRÄSK countertops, ALMAÅN legs, all wash-basins, mixer taps and shower mixers.

We offer you a 3-year guarantee for ÅBÄCKEN mist nozzle for mixer tap and all shower accessories such as riser rails, head and hand showers, shower hoses and hand shower parking bracket.

This guarantee is subject to the terms and conditions stated in this folder.

10年
years
品質保證
Guarantee

ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN bathroom furniture series, LETTAN and FAXÄLVEN mirror and mirror cabinets, TOLKEN and HEMTRÄSK countertop, ALMAÅN legs have 10-year guarantee.

10年
years
品質保證
Guarantee

Bathroom wash-basins, mixer taps and shower mixers have a 10-year guarantee.

3年
years
品質保證
Guarantee

Shower accessories have a 3-year guarantee.



ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, LETTAN, ALMAÅN, HEMTRÄSK and TOLKEN bathroom series 10-year guarantee

How long is the guarantee valid?

The guarantee for the ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, LETTAN, TOLKEN, HEMTRÄSK and ALMAÅN products stated below 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?

This guarantee applies to domestic use only and covers defects in material and workmanship in the following furniture:

| Bathroom furniture | Bathroom mirror/ mirror cabinet | Legs | Countertop |
|---|------------------------------------|-----------------|--------------------|
| ENHET HAVBÄCK ÄNGSJÖN TÄNNFORSEN HAGAÅN | FAXÄLVEN LETTAN | ALMAÅN ENHET | TOLKEN HEMTRÄSK |

What is not covered under this guarantee?

- 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 corrosive or 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 consequential or incidental damages caused by natural disasters or accidents.
- This guarantee does not apply to products purchased in the showroom and special offer area (Bargain Corner).
- The quality assurance only covers the original purchaser, and the rights and interests are not transferable.
- IKEA reserves the right to amend this quality assurance terms and conditions.
- Those who cannot show proof of purchase, such as invoice.
- Other faults or damages attributable to the purchaser.

What will IKEA do to correct the problem?

IKEA will examine the product and decide if it is covered under the guarantee. If considered covered, IKEA will either repair the defective product or replace it with the same or a comparable product.

If it is covered by the guarantee, IKEA will pay the costs of repairs and spare parts, provided that the product is accessible for repair without special expenditure (see *Note).

If it is not covered by the guarantee, but you still want IKEA to repair the product, we will charge you the costs of repairs, spare parts and other incurred costs. Product guarantee does not apply to any repair work not authorised by IKEA. Replaced parts become the property of IKEA. If the product is no longer sold by IKEA, IKEA will provide an appropriate replacement. If the replacement is with higher value, IKEA will charge you the difference. Product guarantee service is only applicable within the borders of Taiwan. If the replacement is covered by the guarantee, the guarantee start day is on the original product purchase date. IKEA reserves the right to accept or deny the replacement claim and the right to decide appropriate replacement at its sole discretion.

***Note**

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.

Installation

ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÄN, FAXÄLVEN and LETTAN furniture must be fixed to the wall.

Secure that the walls in your bathroom can support the weight of the furniture, as wrong installation may cause injury or damage. If you are uncertain about the installation, contact a professional.

As wall materials vary, screws for fixing to wall are not included. For advice on suitable screw systems, contact your local specialized dealer. Follow our assembly instructions, bathroom installation instructions and care instructions carefully.

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 service

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.



Bathroom wash-basins, mixer taps and wash-basin 10-year and 3-year guarantee

How long is the guarantee valid?

The guarantee for bathroom wash-basins and mixer taps purchased at IKEA remains in force for ten (10) years and is valid from the date of purchase. We offer you a 3-year guarantee for ÅBÄCKEN mist nozzle for mixer tap. The original purchase receipt is required as proof of purchase.

What is covered under this guarantee?

The guarantees only cover household use bathroom with separate shower and bath. This guarantee is valid for all bathroom wash-basins including water trap and mixer taps at IKEA. The guarantee applies to domestic use only and covers defects in material and workmanship in all bathroom wash-basins and mixer taps. Our products are tested well beyond all relevant international standards and we use only top brand components to secure our 10-year guarantee promise.

What is not covered under this guarantee?

- This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris.
- It also does not apply to the filter/aerator of the mixer tap which should be cleaned regularly or replaced when worn out. Follow our assembly instructions and care instructions carefully.
- 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 special offer area (Bargain Corner).
- The quality assurance only covers the original purchaser, and the rights and interests are not transferable.
- IKEA reserves the right to amend this quality assurance terms and conditions.
- Those who cannot show proof of purchase, such as invoice.
- Other faults or damages attributable to the purchaser.

What will IKEA do to correct the problem?

IKEA will examine the product and decide if it is covered under the guarantee. If considered covered, IKEA will either repair the defective product or replace it with the same or a comparable product.

If it is covered by the guarantee, IKEA will pay the costs of repairs and spare parts, provided that the product is accessible for repair without special expenditure (see *Note).

If it is not covered by the guarantee, but you still want IKEA to repair the product, we will charge you the costs of repairs, spare parts and other incurred costs. Product guarantee does not apply to any repair work not authorised by IKEA. Replaced parts become the property of IKEA. If the product is no longer sold by IKEA, IKEA will provide an appropriate replacement. If the replacement is with higher value, IKEA will charge you the difference. Product guarantee service is only applicable within the borders of Taiwan. If the replacement is covered by the guarantee, the guarantee start day is on the original product purchase date. IKEA reserves the right to accept or deny the replacement claim and the right to decide appropriate replacement at its sole discretion.

***Note**

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.

Installation

Secure that the walls in your bathroom can support the weight of the wash-basin and the furniture, as wrong installation may cause injury or damage. If you are uncertain about the installation, contact a professional. As wall materials vary, screws for fixing to the wall are not included. For advice on suitable screw systems, contact your local specialized dealer. Follow our assembly instructions, bathroom installation instructions and care instructions carefully.

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 service

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Bathroom shower mixers and shower accessories

How long is the guarantee valid?

The guarantee for bathroom shower mixers purchased at IKEA remains in force for ten (10) years and is valid from the date of purchase. The three (3) year guarantee is valid for the bathroom shower products below purchased at IKEA and is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

| Guarantee year | Thermostatic bath/shower mixer | Shower set with thermostatic mixer |
|----------------|----------------------------------|------------------------------------|
| 10-year | BROGRUND VOXNAN VALLAMOSSE | BROGRUND VOXNAN |

| Guarantee year | Head/handshower kit with diverter | Riser rail with handshower kit | Handshower | Shower accessories |
|----------------|-----------------------------------|--------------------------------|-------------------------------------|--|
| 3-year | BROGRUND VOXAN | BROGRUND VALLAMOSSE | BROGRUND VALLAMOSSE LILLREVET | BROGRUND shower shelf VOXAN shower shelf LILLREVET shower hose KOLSJÖN shower hose KOLSJÖN Hand shower parking bracket |

What is covered under this guarantee?

These two guarantees are valid for all bathroom shower products at IKEA. The guarantees cover defects in material and workmanship in all bathroom shower products. Our products are tested well beyond all relevant international standards and we use only top brand components to secure our 3 and 10 year guarantee promise.

What is not covered under this guarantee?

- This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris. Follow our assembly instructions and care instructions carefully.
- 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 special offer area (Bargain Corner).
- The quality assurance only covers the original purchaser, and the rights and interests are not transferable.
- IKEA reserves the right to amend this quality assurance terms and conditions.
- Those who cannot show proof of purchase, such as invoice.
- Other faults or damages attributable to the purchaser.

What will IKEA do to correct the problem?

IKEA will examine the product and decide if it is covered under the guarantee. If considered covered, IKEA will either repair the defective product or replace it with the same or a comparable product.

If it is covered by the guarantee, IKEA will pay the costs of repairs and spare parts, provided that the product is accessible for repair without special expenditure (see *Note).

If it is not covered by the guarantee, but you still want IKEA to repair the product, we will charge you the costs of repairs, spare parts and other incurred costs. Product guarantee does not apply to any repair work not authorised by IKEA. Replaced parts become the property of IKEA. If the product is no longer sold by IKEA, IKEA will provide an appropriate replacement. If the replacement is with higher value, IKEA will charge you the difference. Product guarantee service is only applicable within the borders of Taiwan. If the replacement is covered by the guarantee, the guarantee start day is on the original product purchase date. IKEA reserves the right to accept or deny the replacement claim and the right to decide appropriate replacement at its sole discretion.

***Note**

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.

Installation

Follow our assembly instructions, installation instructions and care instructions carefully. If you are uncertain about the installation, contact a professional.

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 service

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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

