

IKEA

kitchen knives

guarantee
information

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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.

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IKEA kitchen knives
with a 15-year guarantee.

How long is the guarantee valid?

The guarantee for IKEA kitchen knives remains in force for fifteen (15) years from the date of purchase. 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 any problem?

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

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.

Swiss law applies

IKEA guarantees are governed by Swiss substantive law.

General legal entitlements

This guarantee grants you certain legal entitlements. However, it shall in no way affect other legal entitlements guaranteed by law.

How to contact us

Have you been unable to find an answer to your question at www.IKEA.ch/service? You can get in touch with us by telephone on +41 58 515 03 86 (freephone). Please take good care of your proof of purchase.

This proof is necessary in order for claims under guarantee to be valid.

Save the receipt

It is your proof of purchase and required for the guarantee to apply. If anything happens, or if you're not satisfied, just contact IKEA at IKEA.ch

