



## **IKEA guarantee**

We are confident in the quality of our products and many items are covered by guarantees.

**Good to know:** Our guarantees start on the day of purchase. When making a claim you will need the original purchase receipt or Invoice as proof of purchase.

Product: This warranty is applicable to any product that does not have a specific (longer) warranty.

Model(s): Detailed in your receipt.

### **What is covered under this guarantee?**

This guarantee covers defects in materials and manufacturing.

#### **Conditions:**

1. This guarantee applies to domestic use only.
2. During the validity of this guarantee, **IKEA SUPPLY MEXICO, S. A. de C. V.** undertakes to absorb the cost of repair, including spare parts, parts, components and labour, as well as the transportation costs of the product that derive from the fulfilment of this guarantee.
3. The guidelines of the NOM, Federal Law on Consumer Protection, apply to these conditions. The replaced parts become property of IKEA.
4. To make this guarantee effective, this policy must be presented, stamped by the establishment that sold it, the invoice or receipt or proof of purchase, along with the product, at the store where it was purchased or at any of the IKEA stores within Mexico.
5. This guarantee is valid to make a physical change of the product after diagnosis of IKEA SUPPLY MEXICO, S.A. de C.V., so no parts, components or spare parts are granted. Consumables and accessories can be purchased at any IKEA store within Mexico.

#### **Exclusions. What is not covered under this guarantee?**

1. When the product has been used under conditions other than normal or has not been operated or installed according with the instructions provided.
2. When the product has been altered or repaired by people not authorized by IKEA SUPPLY MEXICO, S.A. de C.V.
3. Natural deterioration, moisture, cuts, scratches or damage caused by impact or shock or accident.
4. Products purchased in the AS IS area.
5. Cut fabrics / altered curtains, plants, food items and/or items ordered to your specifications (e.g. custom-made worktops)

#### **How long is the guarantee valid?**

The guarantee is valid for one (1) year from the original date of purchase in the store, delivery or installation.

In the event that this guarantee is lost, the consumer can:

- 1.- Go to the establishment where the purchase was made to obtain another policy, presenting the purchase receipt or invoice.
- 2.- Consult the guarantee policy at [ikea.mx](http://ikea.mx)
- 3.- Call our IKEA Customer Contact Center dialing **55-8310-8310** or by sending an email to [servicioclientesikea@ikano.mx](mailto:servicioclientesikea@ikano.mx)

**Stamp of the establishment and  
date of purchase or installation**

IMPORTER/DISTRIBUTOR: **IKEA SUPPLY MEXICO, S.A. de C.V.**

Paseo de las Palmas 275, Floor 4 Int. 403 y 404, Col. Lomas de Chapultepec V section, Miguel Hidalgo Zip Code: 11000 Mexico City, Mexico Ph. 800-1-4532 69

NOTE: English version as reference only. All legal documents to be provided in Spanish according to Federal Law of Consumer Protection (LFPC).