



IKEA guarantee

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

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

Product: Sofas and Armchairs

Model(s): • BINGSTA armchair • UPPLAND series • EKERÖ armchair • EKOLSUND recliner armchair • FINNALA series for sitting • FÄRLÖV series for sitting • GISTAD recliner armchair • GRÖNADAL rocking chair • HÅRLANDA series for sitting • KARLSTAD sofa • KIVIK KNAP series • KIVIK KNAP sofas SADDLE sofas KOARP • LIDHULT series for sitting • MORABO series for sitting • NOLMYRA armchair • POÄNG armchairs and footrest • STRANDBERG armchair and footrest • SÖDERHAMN series for sitting • VALLENTUNA series • VEDBO armchairs • VRETSTORP sofa bed.

What is covered under this guarantee?

This guarantee covers defects in materials and manufacturing in the following components of the Sofas and Armchairs: • frames • seat and back cushions • mechanisms • legs • armrests.

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.
2. When the product has not been operated or installed according with the instructions provided.
3. When the product has been altered or repaired by people not authorized by IKEA SUPPLY MEXICO, S.A. de C.V.
4. For the rest of non-listed sofa beds, guarantee applicable is for 90 days
5. This warranty does not apply to: • coated fabric covers • fabric covers • leather covers • POÄNG cushions • POÄNG children's armchair
6. Normal wear and tear, cuts, scratches or damage caused by impacts or accidents.
7. Products altered or cleaned with wrong cleaning methods or cleaning products.
8. Damage by pests or any other insect that damages the integrity of the furniture.

How long is the guarantee valid?

Ten (10) years from the original date of purchase in the store, delivery or installation, as the case may be, for the products listed above.

Twenty-five (25) years from the original date of purchase in the store, delivery or installation, as the case may be, for STOCKHOLM and STOCKHOLM 2017 3-seat sofa frames, seat cushions and backrest.

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
- 3.- Call our IKEA Customer Contact Center dialing **55-8310-8310** or by sending an email to 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).