



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: Knives

Model(s): IKEA 365+

What is covered under this guarantee?

This guarantee covers defects in materials and manufacturing in all IKEA 365+ knives. Which means that, subject to normal domestic use and following our maintenance instructions, the knives will continue to function the same as when they were new, even after 15 years. Regarding this, normal domestic use is defined as its use for cutting food, cleaning the knife by hand once a day and sharpening on a regular basis.

This guarantee covers:

- Sharpening of the knife. The knife must be sharp when purchased and you will need to be able to keep it sharp for proper operation. The blade is made of strengthened steel, so it will be possible for the knife to be sharp like the first day at least during the warranty period.
- Durable handle. The knife handle must not break, break, or come loose from the blade; in which case the knife cannot be used. That the blade does not corrode.

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. This warranty does not cover changes in appearance, such as those generated by normal use, cuts or scratches, colour changes, or damage caused by knife blows or accidents, unless they have a significant effect on its functions. Note that although the circumstances of use could modify the appearance of the product, they do not prevent it from fulfilling the function for which it is intended.

How long is the guarantee valid?

The guarantee is valid for fifteen (15) years from the original date of purchase in the store or delivery.

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](https://www.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).