IKEA bathroom guarantee information

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

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, VIDVESSEL, HAGAÅN, FAXÄLVEN and LETTAN bathroom series, TOLKEN and ÅLSKEN countertops, ALMAÅN legs, all wash-basins, mixer taps and shower mixers.

We offer you a 3-year guarantee for 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 ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, VIDVESSEL, HAGAÅN bathroom furniture series, LETTAN and FAXÄLVEN mirror and mirror cabinets, TOLKEN and ÅLSKEN countertop, ALMAÅN legs have 10-year guarantee.

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

3 Shower accessories have a 3-year guarantee.

ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, TOLKEN, ÅLSKEN, ALMAÅN and LETTAN

How long is the guarantee valid?

The guarantee for the ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, LETTAN, TOLKEN, ÅLSKEN 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:

- ENHET
- HAVBÄCK
- ÄNGSJÖN
- TÄNNFORSEN
- VIDVESSEL
- HAGAÅN
- FAXÄLVEN
- LETTAN
- ALMAÅN
- TOLKEN
- ÅLSKEN

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 with wrong cleaning methods or cleaning products. This guarantee does not cover normal wear and tear, cuts, scratches or damage caused by impacts or accidents. This guarantee does not apply if the products have been used for public use, outdoors or in a corrosive environment. This guarantee does not cover consequential or incidental damages. For customers in the US only: Some states do not allow the limitation or exclusion of incidental or consequential damage, so this limitation or exclusion may not apply to you.

Installation

ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, 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.

Bathroom wash-basins, mixer taps and wash-basin accessories

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. The original purchase receipt is required as proof of purchase. We offer you a 3-year guarantee for ÅBÄCKEN mist nozzle for mixer tap.

What is covered under this guarantee?

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.

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 original purchase receipt is required as proof of purchase.

- BROGRUND, VOXNAN and VALLAMOSSE shower mixers and bath shower mixers
- OPPEJEN shower screen, shower door and hinged bath shower screen.
- FOTINGEN shower tray.

How long is the guarantee valid?

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.

BROGRUND and VOXNAN
- Shower heads
- Hand showers
- Shower hoses
- Riser rails
- Shower shelves

VALLAMOSSE
- Hand shower
- Shower hose
- Riser rail

LILLREVET
- Hand shower
- Shower hose

KOLSJÖN
- Hand shower parking bracket
- Shower hose

OPPEJEN
- Wipers
- Door seals

What is covered under this these guarantees?

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.

Installation

To avoid injury or damage due to incorrect installation, ensure that the walls in your bathroom can support the weight of the wash-basin and furniture. If you are uncertain about installation, we recommend contacting a professional. Wall materials may vary, therefore screws for wall mounting are not included with the product. For guidance on appropriate screw systems, please consult your local specialist. Please follow our assembly instructions, bathroom installation instructions, and care instructions carefully.

Voluntary Guarantee (“Guarantee”) coverage:

We are confident in the quality of our products and we offer an additional IKEA guarantee which varies according to the relevant products, in addition to the legal warranty in case of defects in our products. The IKEA guarantee will be effective if material or manufacturing defects are detected in the product you have purchased from IKEA stores, within the scope of the guarantee period and on the condition that it complies with the guarantee terms. In this case, the product is repaired, replaced or refunded as an in-store card where the amount corresponds to the defective part of the product as determined by IKEA, without charging you any further fees following an inspection done by our experts. IKEA will decide which of these options to apply based on an assessment.

General Terms

The IKEA warranty terms are in addition to the rights granted to consumers under the provisions of the Law on the Protection of Consumers (“Law”), the Regulation on Warranty Certificate (“Regulation”) and the relevant legislation in force, and in no way affect consumers’ rights arising from the Law and the Regulation. In this regard, IKEA warrants that consumer rights will be exercised within the time and in the manner specified in the Law and the Regulation, even if there is a provision to the contrary in the warranty conditions. Consumers may apply to the The Turkish Ministry of Trade, General Directorate of Consumer Protection and Market Oversight for any issues arising with relation to the guarantee certificate. Rules applicable to the enforcement of the guarantee conditions:

1) IKEA extends the present guarantee, taking into account the natural wear and tear of products in time under normal use. The guarantee shall only be valid if the product is assembled in accordance with the assembly manual.

2) Any breakdowns arising from use of the product that is in violation of the terms specified in the user manual, or occurring under extraordinary circumstances, or natural wear and tear or misuse, shall not be covered by the warranty.

3) The warranty period shall be effective from the date of delivery of the goods on the sales receipt. The warranty certificate is located on the back of the sales receipt or information slip. The original copy of the guarantee certificate must be submitted to the relevant store or service station for the product to be repaired under guarantee. Copies or photocopies of the invoices and guarantee certificates issued for the product shall not serve as substitutes for the guarantee certificate.

4) If we need to replace a product that is under the terms of guarantee but is no longer part of IKEA's product range, we will replace it by an equivalent product to be determined by the IKEA store.

5) IKEA reserves the right to discontinue and/or resume the sale of all or part of the products sold at IKEA stores.

6) The bargain corner is the section where products with scratches, damages, superficial damages, display products, etc. that fall into the category of defective or used products are sold under the retail price. The products purchased from this section are excluded from the voluntary warranty and company return procedures.

7) You can utilize the guarantee by filing a written or personal application with IKEA Customer Services.

8) The guarantee conditions are set in accordance with the applicable Law, Regulations, and the useful life of the product. All you need to do to utilize the guarantee is to keep the original copy of the guarantee certificate provided on the back of the sales receipt or information slip, to observe the product maintenance advice, and to allow us to inspect the products you have purchased.

9) The warranty period for the products replaced under warranty is limited with the remaining warranty period of the originally purchased product.

Applicability of local laws:

This warranty gives you certain additional rights in addition to any local rights that you may have.

How to contact our repair services:

Contact the nearest IKEA store. Address and telephone details are available on our website www.IKEA.com.tr.

How to reach us if you need service

Contact your local IKEA store. You will find the address and phone number in the IKEA catalogue or at www.IKEA.com.tr

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KEEP THE SALES RECEIPT!

All you need to do to utilize the guarantee is to keep the original copy of the guarantee certificate provided on the back of the sales receipt or information slip, to observe the product maintenance advice, and to allow us to inspect the products you have purchased.

If you encounter any problems or are not satisfied with a product, feel free to contact IKEA immediately at www.IKEA.com.tr.