Seating furniture

guarantee information

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Sofas, armchairs, sofa-beds and footstools

Everyday life at home puts high demands on seating furniture. Our furniture are rigorously tested to comply with our strict standards for quality and durability as well as with the highest standards for domestic use. This means that we can offer you a 10-year guarantee against defects in materials and workmanship that covers frames and cushions of our sofas, armchairs, sofa-beds, and footstools. For some products, this involves a 25-year guarantee. Guarantees are subject to the terms and conditions stated in this folder.

10 The sofas, sofa-beds, armchairs and footstools have a 10-year guarantee.

25 The STOCKHOLM sofas has an extended guarantee for 25 years.

How long is the guarantee valid?

STOCKHOLM sofas are covered by a 25-year guarantee. All other sofas, sofa-beds, armchairs, and footstools are covered by a 10-year guarantee. The guarantee is valid from the date of purchase. The original purchase receipt is required as proof of purchase. You can visit IKEA.com.tr or one of our stores to check if your seating furniture is covered under the IKEA guarantee. For more information, please contact IKEA Customer Services.

Products and parts not covered under this guarantee

This guarantee does not apply to:
- recliner frames and mechanisms
- swivel/rocking armchair frames and mechanisms
- fabric covers
- leather covers
- coated fabric covers
- POÄNG cushions
- seating furniture made of rattan, bamboo, or other natural fibers

- GISTAD recliner
- pouffes

What is covered under this guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship in frames and seat and back cushions when used with the intended frames. Find out whether your seating furniture is covered by IKEA guarantee by visiting IKEA.com or your local store. You can also contact the Customer Support Centre for more information.

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 using the 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.

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.

Our seating furniture is put to the test

At IKEA we test all our sofas, armchairs, sofa-beds, and footstools to be sure that they're durable. And we're especially tough on the ones that have long guarantees. For example, we push one 100 kg weight onto the seat

50,000 times – and one 30 kg weight onto the back just as many times. We do all this to be sure that the frames retain their stability and that the cushions retain their resilience and comfort. The guarantees we provide are proof that our seating furniture can withstand being used often and for a long time – and thereby provide an assurance for you as a customer.

Care Instructions

Cushions
To maintain the comfort of your cushions, use them with care. At least once a month, gently fluff the cushions to restore their volume. To ensure even wear, regularly rotate the cushions—swap those used more frequently with those used less.

Washable Covers
• Always follow the care and cleaning instructions provided with the product.
• Iron the cover while it is slightly damp.
• Refit the cover while it is still slightly damp. When slightly damp, the fabric stretches more easily, allowing the cover to return to its proper shape more quickly and smoothly.
Note: The cover must not be too wet when reattaching it to the frame.

Leather
• Vacuum regularly using a soft brush attachment.
• To prevent the leather from drying out, avoid direct sunlight and keep all leather furniture at least 30 cm away from heat sources.
• Clean the leather thoroughly once or twice a year using appropriate leather care products.
• Never use detergents.
• White or light-colored leather furniture is highly sensitive to the dyes in dark-colored substances such as red wine or coffee. Spills should be wiped away immediately.
• Always refer to the care and cleaning instructions provided with the product.

STOCKHOLM Leather Sofas
Use with care and clean regularly using a soft brush attachment on your vacuum cleaner. If necessary, gently wipe with a damp cloth.
Do not use leather care products.
Refer to the product manual for specific care instructions and usage recommendations.

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

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.

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