IKEA kitchen guarantee information

25 | 10 | 5

Sinks, taps, worktops, frames, fronts and fixed inside

Daily life puts kitchens to the test, which is why we rigorously test ours to ensure they can withstand heavy loads, high heat and everyday wear and tear.

We offer a 25-year guarantee that covers defects in the material and workmanship on the METOD kitchen system. We offer a 10-year guarantee that covers defects in the material and workmanship on the ENHET open frames and accessories. We also offer a 5-year guarantee that covers defects in the material and workmanship on the KNOXHULT kitchen system. All IKEA indoor kitchen mixer taps come with a 10-year guarantee.

This guarantee is valid for domestic kitchen use and is subject to the terms and conditions stated in this folder.

25 METOD kitchen system comes with a 25-year guarantee.

10 ENHET and IKEA kitchen mixer taps come with a 10-year guarantee.

5 KNOXHULT kitchen system come with a 5-year guarantee.

Kitchen drawers, cabinets, fronts, worktops and sinks

How long is the guarantee valid?

The guarantee remains in force for the number of years stated 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 materials and workmanship.

25-year guarantee

This guarantee covers all the following parts of the METOD kitchen system:

- Cabinets (except for VADHOLMA and TORNVIKEN)
- Fronts
- UTRUSTA hinges
- MAXIMERA fully-extending drawers
- UTRUSTA drawer fronts
- UTRUSTA shelves
- UTRUSTA carousels, pull-out fittings, cleaning interior, pull-out larder and pull-out work surface
- Legs and plinths
- Cover panels
- Deco strips/mouldings
- Worktops and wall panels
- Sinks (except FYNDIG sinks)

10-year guarantee

This guarantee covers all the following parts of ENHET:

- Open frames
- Legs
- Accessories (Swivel shelf, rail for hooks and hooks) and
- ÄSPINGE kitchenette
- ÖNNERUP kitchenette
- TORNVIKEN
- VADHOLMA kitchen cabinet and furniture
- UTRUSTA wire basket

5-year guarantee

This guarantee covers all the following parts of KNOXHULT kitchen system:

- Cabinets
- Fronts
- Hinges
- Drawers
- Shelves
- Worktops
- UTRUSTA electric push opener

Products not covered under 25, 10 or 5 years guarantee:
Knobs, handles, SUNNERSTA kitchen and FYNDIG sink.

What will IKEA do to correct the problem?

IKEA will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA through its own service operations, will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product. If it is covered by this guarantee, IKEA will pay the costs of repairs, spare parts, labour and travel for repair staff, that IKEA incur, provided that the product is accessible for repair without special expenditure. This does not apply to any repair work not authorized by IKEA. Replaced parts become the property of IKEA.

If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

After Sales service

In order to offer functional products that meet your needs and expectations we renew our product range every year. We provide a 2-year After Sales service for your IKEA kitchen doors and drawer fronts.
This means that you can complement your kitchen with doors, drawer fronts, plinths, deco strips and cover panels, as long as stocks last, up to two years after these products have been discontinued from the range. You can rely on the fact that we will always do all we can to make sure you are satisfied with your kitchen from IKEA.

What is not covered under this guarantee?

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.

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 wrong cleaning products.

This guarantee does not cover incidental or consequential damage.

Assembly and Care instructions
To be able to rely on these guarantees you need to follow the specific care instructions for every product. You will find all assembly and care instructions at IKEA.com

Installation
KITCHEN furniture must be fixed to the wall. Secure that the walls in your Kitchen 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.

Safety & compliance

METOD kitchen system including base cabinets, kitchen fronts, worktops, drawers, and hinges have been developed and tested according to the quality and test requirements of the relevant European Standards EN 14749, EN 16122 & EN 12720. Worktops have been tested according to EN 12721 and EN 12722. All of these products have also been tested according to specific IKEA requirements in order to offer a 25-year guarantee.

The European Standards specify how structural design, mechanical strength, safety and production requirements should be conducted within the European Union (EU).

How country, provincial and state law applies

This guarantee gives you specific legal rights, and is in addition to your statutory legal rights.

How to reach us if you need assistance

Contact your local IKEA store. You will find the address and phone number to your nearest IKEA store at www.IKEA.com

Kitchen mixer taps

How long is the guarantee valid?

The guarantee for indoor kitchen 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.

Which kitchen mixer taps are not covered under this guarantee?

KALLSJÖN outdoor mixer tap has a two (2) year guarantee, valid from the date of purchase.

What is covered under this guarantee?

The 10-year guarantee is valid for all kitchen mixer taps at IKEA. This guarantee applies to domestic use only and covers defects in material and workmanship in all kitchen mixer taps. Our kitchen mixer taps are tested well beyond all relevant international standards and we use only top brand components to secure our 10 year guarantee promise.

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris. It also does not apply to the filter/aerator which should be cleaned regularly or replaced when worn out.

Follow our assembly instructions and care instructions carefully. 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 wrong cleaning products.

The 10 year guarantee does not apply if the products have been used for public use, outdoors or in a corrosive environment. It also does not cover accidental damage.

What will IKEA do to correct the problem?

IKEA will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA through its own service operations, will then, at its sole discretion, replace it with the same or a comparable product. If it is covered by this guarantee, IKEA will pay the costs of replacing it, labour and travel for staff, that IKEA incur, provided that the product is accessible for replacement without special expenditure. This does not apply to any work not authorized by IKEA. Replaced tap becomes the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

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

© Inter IKEA Systems B.V. 2015–2025

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.