PAX/KOMPLEMENT

guarantee
information

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Wardrobe frames,
doors and
interior organisers

Everyday life at home puts high demands on storage system. PAX and KOMPLEMENT wardrobe frames, doors and interior organisers are rigorously tested to comply with our strict standards for quality/strength/durability/safety as well as with the highest standards for domestic use. This means the PAX/KOMPLEMENT wardrobe frames, doors and interior organisers marked with the logo below are covered 10-year guarantee against defects in materials and workmanship that covers PAX and KOMPLEMENT wardrobe frames, doors and interior organisers. This guarantee is subject to the terms and conditions stated in this folder.

10 The products stated in this brochure have a 10-year guarantee.

How long is this guarantee valid?

The guarantee for PAX and KOMPLEMENT wardrobe frames, doors and interior organisers 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 all PAX and KOMPLEMENT wardrobe frames, doors and interior organisers. This guarantee is to the benefit of the original purchaser of the product. It is not transferable.

What is not covered under this guarantee?

This guarantee does not apply to products that have been stored 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 products has been placed outdoors or in a humid environment e.g. bathroom.

This guarantee does not cover consequential or incidental damages.

Accessories that do not affect the basic function of the product are not included in the guarantee.

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.

Care instructions

Assemble according to the assembly instruction and secure the wardrobe frames by fixing them to a wall. Keep in mind that different wall materials require different types of wall fittings. If you are uncertain, contact your local hardware specialist.

Wipe clean with a cloth damped in mild cleaner. Then wipe clean with a dry cloth. For the KOMPLEMENT boxes and jewelry, accessory and shoe inserts, follow these care instructions: Clean by vacuuming or use a lint roller. Do not wash with water.

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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