

IKEA

kitchen knives

guarantee
information

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IKEA kitchen knives are knives for everyday use. With a quality that stands up to the demands of daily cooking, these knives should be the first thing you choose in your kitchen. We guarantee that IKEA kitchen knives will keep their function for 15 years. That means that they will retain their functionality over time, provided that our care instructions are followed and they are subjected to normal domestic use (cutting food, being cleaned once a day and regular sharpening). This guarantee of function, materials and workmanship is subject to the terms and conditions stated in this folder.

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IKEA kitchen knives
with a 15-year guarantee.

How long is the guarantee valid?

The guarantee for IKEA kitchen knives remains in force for fifteen (15) years from the date of purchase. The original invoice or sales receipt must be presented to benefit from the guarantee.

What is covered under this guarantee?

This guarantee covers function, materials and workmanship in the majority of all IKEA kitchen knives. This means that, for normal domestic use and provided that our care instructions are followed, the knives will retain their functionality, even after 15 years. Normal use is defined as using (for cutting food), cleaning the knife by hand once a day and regular sharpening.

The guarantee covers:

- Sharpness of the knife. The knife shall be sharp when you buy it and you will be able to keep it sharp so it can function properly, every day. The knife blade is made of a steel that is hardened so that it is possible to sharpen the knife to original sharpness anytime during the guarantee period.
- Durable handle, including wooden handle. The handle of the knife should not crack, break or come loose from the blade so that the knife is not possible to use.
- No corrosion arising on the knife blade.

Products not covered under this guarantee:

Knives with the product name FÖRDUBBLA, UPPFYLLD and SMÅBIT, as well as knives from cutlery, steak knives and knife sharpeners, are not covered under this guarantee.

What will IKEA do to correct any problem?

IKEA will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA will then, at its sole discretion, replace it with the same or a comparable product.

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.

What is not covered under this guarantee?

This guarantee does not cover non-domestic use. This guarantee does not cover changes in the appearance of the knife unless they have a significant effect on function. This guarantee does not apply to products that have been stored 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 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. This guarantee does not cover consequential or incidental damages.

Care instructions

Before using for the first time

- Wash, rinse and dry the knife before using it for the first time.

Cleaning

- Knives prefer to be washed by hand. The knife is unlikely to be rendered useless if washed in a dishwasher, but the edge can be damaged and the blade may corrode.
- Wash and dry the knife directly after use. This prevents any risk of bacteria spreading from, for example, raw chicken to fresh vegetables.
- To avoid unsightly marks on the blade, dry the knife immediately after it has been washed.

Sharpening and whetting

- A sharp knife is safer to use than a blunt one, so sharpen your knife regularly. IKEA kitchen knives have a blade in stainless steel that is simple to sharpen. Once a week is usually advisable for ordinary household use.
- Remember that the sharpener must be made of a harder material than the steel in the blades. For this reason you need to use a knife sharpener made of ceramic, diamond or a whetstone. Never use a sharpener made of stainless steel.
- If a knife has become very blunt due to long use or carelessness, you may need to have the blade professionally sharpened to restore its edge.

Storing and using your knife

- Avoid cutting through frozen or very hard foods (for example, bones) since this can cause the edge to bend or shards to loosen in the blade. If you cut into hard foods: Pull the knife back and forth through the food. Do not rock the knife from side to side.
- Always use a chopping board made of wood or plastic. Never cut on a surface made of glass, metal or ceramic.
- Store your knife in a knife block or on a magnetic strip on the wall. Storing knives in the right way protects the edge and prolongs the life of the knife.

Taking care of the wooden handle

- For knives with wooden handles, to best protect the wooden material and increase its natural resistance to moisture, it should be treated with oil approved for contact with food, for example vegetable oil. Oil once, wipe off any surplus oil and then repeat after 24 hours. Repeat the process when necessary.
- Do not allow the wooden handle to come into contact with water, soak or get moist for a prolonged period.

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

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.

