

# 電競椅系列品質保證

**Guarantee for STYRSPEL,  
GRUPPSPEL, MATCHPEL,  
UTESPELARE and HUVUDSPELARE  
gaming chair**

**3年**  
years

**品質保證**  
**Guarantee**



電競椅必須品質出眾，才能應付日常居家生活所需。我們所有椅子都經過全面的測試，符合我們對品質及安全的嚴格要求，適合辦公室使用。STYRSPEL電競椅、GRUPPSPEL電競椅及MATCHSPEL電競椅，符合EN 1335及ANSI/BIFMA X5.1最新版本的標準；UTESPELARE電競椅及HUVUDSPELARE電競椅，則符合EN 1335最新版本的標準。因此，我們樂意為你提供3年保固服務，涵蓋電競椅在材料及製作工藝上之瑕疵，受保產品包括STYRSPEL電競椅、GRUPPSPEL電競椅、MATCHSPEL電競椅、UTESPELARE電競椅及HUVUDSPELARE電競椅。本保固受本文件列明的條款及細則約束。

Everyday life at home puts high demands on gaming chairs. All our chairs are rigorously tested to comply with our strict standards for quality and safety of chairs intended for office use. STYRSPEL gaming chair, GRUPPSPEL gaming chair, MATCHSPEL gaming chair, are developed according to the latest versions of EN 1335 and ANSI/BIFMA X5.1. UTESPELARE gaming chair and HUVUDSPELARE gaming chair are developed according to the latest versions of EN 1335. This means that we can offer you a 3-year guarantee against defects in materials and workmanship that covers gaming chairs. STYRSPEL gaming chair, GRUPPSPEL gaming chair, MATCHSPEL gaming chair, UTESPELARE gaming chair, HUVUDSPELARE gaming chair. This guarantee is subject to the terms and conditions stated in this folder.

## 保固期限

我們為STYRSPEL電競椅、GRUPPSPEL電競椅、MATCHPEL電競椅、UTESPELARE電競椅及HUVUDSPELARE電競椅，提供3年保固服務，自購買日期起生效。顧客需出示原始購買證明，方可享有保固服務。

## 保固範圍

本保固適用於正常家庭使用情況下，涵蓋材料及製作工藝上之瑕疵，受保產品包括STYRSPEL電競椅、GRUPPSPEL電競椅、MATCHPEL電競椅、UTESPELARE電競椅及HUVUDSPELARE電競椅。本保固涵蓋電競椅以下部件在材料及製作工藝上的瑕疵：

- 結構框架
- 活動零件

活動配件為提供移動或調整功能的零件。本保固涵蓋輪腳、氣壓棒、機械裝置、扶手和椅背調整裝置的預期功能。本保固僅適用於原始購買人，不得轉讓。

## 宜家家居如何為您服務

我們的服務人員會檢視你的商品，檢視之後會決定是否符合產品保固的條件。若符合產品保固條件，我們會決定替你維修商品或是以相同或同等級之產品替換。若產品符合保固的條件，在不需支出特殊費用(如附註一)，我們將負擔維修、備用零件的費用。若產品不符合保固條件你仍交由IKEA維修者，我們將向你收取維修、零件等必要費用。產品保固不適用於未經IKEA授權的任何修改變更。原產品零件一經替換，該原產品零件所有權即為IKEA所有。如果IKEA不再銷售該產品，我們將提供適合的替代產品為你更換；若替代產品價格較高則須補足差額。產品保固之服務工作只限於台灣境內作業。已更換之新產品若是保固產品，其所享有之品質保證年限，將依原產品之購買日期開始計算。IKEA保留是否更換或更換產品種類的決定權。

附註一：特殊費用內容係依IKEA各店店內規定為之。

## 那些狀況下產品無法得到品質保證

- 產品保固不適用於因存放失當、安裝方式錯誤、使用方法有誤、自行更改結構及使用不當清潔方式或用品所導致之瑕疵。
- 產品保固不適用於正常性損耗、切割或刮傷、撞擊或意外所造成的損壞。
- 產品若放置於室外或潮濕的環境所引致的損毀或耗損，例如陽光曝曬、濕氣、黴菌、蟲害等引致的問題，不適用於本產品保固。
- 產品保固不適用於自行拆除、搬移或修補產品而造成的毀損。
- 產品保固不適用於天災或意外事件所造成的毀壞。
- 展示品及特價品區AS-IS所購買的產品不在保固範圍內。
- 品質保證只涵蓋原始購買人，權益不得轉讓。
- IKEA保留修正此品質保證條款與細則之權利。
- 無法出示購買證明，如發票者。
- 其他可歸責於購買者所致之故障或毀損者。

## 需要服務時該如何聯絡我們

你可在IKEA網站([www.IKEA.com.tw](http://www.IKEA.com.tw))找到IKEA分店地址或致電(02)412-8869 (行動電話用戶，需加上區域號碼02)

### **How long is this guarantee valid?**

The guarantee for STYRSPEL gaming chair, GRUPPSPEL gaming chair, MATCHSPEL gaming chair, UTESPELARE gaming chair, HUVUDSPELARE gaming chair remains in force for (3) 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 and covers defects in material and workmanship in STYRSPEL gaming chair, GRUPPSPEL gaming chair, MATCHSPEL gaming chair, UTESPELARE gaming chair, HUVUDSPELARE gaming chair. This guarantee covers defects in material and workmanship in the following parts of the chair:

- The structural frame
- Moving parts

Moving parts are components with moving functions or adjustable functions. The guarantee covers the intended function for the components of the castors, gas cylinder, mechanism, armrest and back rest adjustment mechanism.

This guarantee is to the benefit of the original purchaser of the product. It is not transferable.

### **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, labor 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. If the price of the substitute product is higher, the difference must be made up. The service work of the product warranty is limited to operations in Taiwan. If the new product that has been replaced is a warranty product, the warranty period it enjoys will be calculated based on the purchase date of the original product. IKEA reserves the right to decide whether to replace or the product category replaced.

Appendix 1: Our customer service agent will explain clear if there is any special expenditure after inspection.

**The product cannot be guaranteed under the following conditions**

- 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.
- The guarantee does not apply to damage caused by dismantling, moving or repairing the product by yourself.
- This guarantee does not apply to damage caused by natural disasters or accidents.
- This guarantee does not apply to products purchased in the showroom and special offer area (AS-IS).
- The quality assurance only covers the original purchaser, and the rights and interests are not transferable.
- IKEA reserves the right to amend this quality assurance terms and conditions.
- Those who cannot show proof of purchase, such as invoice.
- Other faults or damages attributable to the purchaser.

**How to reach us if you need assistance**

Contact your local IKEA store. You will find the address in the IKEA website at [www.IKEA.com.tw](http://www.IKEA.com.tw) or call (02) 412-8869 (Mobile phone users, please add the area code 02)

## 如何保存保固資料？

### 宜家卡卡友

店內卡友機台「商品保固」頁面登記相關資訊(結帳時請務必出示卡友身份)。

### 非宜家卡卡友

將手中發票 (包含證明聯及明細聯) 拍照保存。

## How to keep the guarantees information?

### IKEA Family card member:

Please register relevant information on the "Product Guarantee" page of the IKEA family kiosk in the store (please remember to show your IKEA family identity when you checkout).

### Non-IKEA Family card member:

Please take and save a photo of the invoice (including the certificate and details).

