

# 書桌、桌子及收納系列 品質保證

**Guarantee for BEKANT, IDÅSEN,  
GALANT, RODULF, TOMMARYD,  
TROTTEEN and HÄLLAN  
desks, tables and storage**

**10年**  
years

**品質保證**  
Guarantee



辦公室家具必須品質出眾，才能應付日常居家生活及工作所需。BEKANT系列、IDÅSEN系列、GALANT系列、RODULF書桌、TROTTEEN系列、TOMMARYD桌子及HÄLLAN收納櫃，均經過辦公室使用的最高標準測試(書桌：EN 527-2、EN527- 3、EN1730及ANSI/BIFMA X:5.5；會議桌：EN1730及EN15372；收納系列：EN14072、EN14073、EN14074、EN14749及ANSI/BIFMA x5.9)，符合我們對品質及耐用度的嚴格要求。因此，我們樂意為你提供10年保固服務，涵蓋所有主要部分在材料、製作工藝及功能上之瑕疵，受保產品包括BEKANT系列、IDÅSEN系列、GALANT系列、RODULF書桌、TROTTEEN系列、TOMMARYD桌子及HÄLLAN收納櫃。本保固受本文件列明的條款及細則約束。

Everyday life at home and work puts high demands on office furniture. BEKANT series, IDÅSEN series, GALANT storage system, RODULF desk, TROTTEEN series, TOMMARYD table and HÄLLAN cabinets have been tested according to the highest standards for office use (EN 527-2, EN527- 3, EN1730 and ANSI/BIFMA X:5.5 for desks, EN1730 and EN15372 for conference tables, EN14072, EN14073, EN14074, EN14749 and ANSI/BIFMA x5.9 for storage) and meets our strict standards for quality and durability. For this reason, we are able to offer a 10- year guarantee against defects in materials, workmanship and function on all main parts in the BEKANT series, IDÅSEN series, GALANT storage system, RODULF desk, TROTTEEN series, TOMMARYD table and HÄLLAN cabinets. This guarantee is subject to the terms and conditions stated in this folder.

## 保固期限

我們為BEKANT系列、IDÅSEN系列、GALANT系列、RODULF書桌、TOMMARYD桌子、TROTTEEN系列及HÄLLAN收納櫃，提供10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

本保固涵蓋產品所有主要部件在材料、製作工藝及功能上之瑕疵，自於宜家家居購買日期起生效，受保產品包括BEKANT系列、IDÅSEN系列、GALANT系列、RODULF書桌、TOMMARYD桌子、TROTTEEN系列及HÄLLAN收納櫃。

## 非保固範圍內的產品

以下產品不在本保固範圍內：

- BEKANT屏風
- ROTHULT智慧鎖
- ELLOVEN留言板

## 宜家家居如何為你服務

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。

## 哪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。

## 保養說明

我們建議使用了兩星期後，重新把螺絲上緊，此後每年檢查螺絲幾次，以確保它們依然上緊。在清潔產品任何表面時，請用沾了溫和清潔劑的濕布擦拭，再用乾布抹乾。

## 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 the guarantee valid?**

The guarantee for the BEKANT series, IDÅSEN series, GALANT storage system, RODULF desk, TOMMARYD table, TROTTE series and HÄLLAN cabinets 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?**

The guarantee covers defects in materials, workmanship and function on all main parts in the BEKANT series, IDÅSEN series, GALANT storage system, RODULF desk, TOMMARYD table, TROTTE series, and HÄLLAN cabinets from the date of purchase at IKEA.

### **What is not covered under this guarantee?**

The following products are not covered under the guarantee:

- BEKANT screens
- ROTHULT smart lock
- ELLOVEN notice board

### **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.

### **Care instructions**

Tighten the screws after two weeks of use, and make sure they stay tight by checking them a couple of times per year. For all surfaces: wipe clean with a cloth dampened with a mild detergent, then dry with a dry cloth.

### **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).

