

# 工作椅品質保證

**Guarantee for MULLFJÄLLET,  
MARKUS, LÅNGFJÄLL,  
HATTEFJÄLL, ALEFJÄLL,  
JÄRVFJÄLLET, TROLLBERGET,  
LIDKULLEN, FLINTAN and  
FJÄLLBERGET work chairs**

**10年**  
years

**品質保證**  
Guarantee



辦公椅必須品質出眾，才能應付日常居家生活及工作所需。這些工作椅均經過辦公室使用的最高標準測試(辦公椅：EN 1335及ANSI/BIFMA X5.1；會議椅：EN16139及ANSI/BIFMA X5.1)，符合我們對品質及安全的嚴格要求。因此，我們樂意為你提供10年保固服務，涵蓋活動配件及框架在材料及製作工藝上之瑕疵。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 chairs. These work chairs have been tested according to high standards for office use (EN 1335, ANSI/BIFMA X5.1 for office chairs EN16139, ANSI/BIFMA X5.1 for conference chairs) and meet our strict standards for quality and safety. For this reason, we are able to offer a 10- year guarantee against defects in materials and workmanship in the moving parts and frame. This guarantee is subject to the terms and conditions stated in this folder.

## 保固期限

我們提供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

本保固涵蓋工作椅以下部件在材料及製作工藝上之瑕疵：

- 結構框架
- 活動配件

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。

## 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。

## 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 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**

The guarantee covers defects in material and workmanship on the following parts of the work 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.

**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).

