

# 辦公室家具品質保證

## Office furniture guarantee



辦公桌、會議桌、隔音屏、隔屏、  
辦公室儲物系列、辦公椅、會議椅

Office desks, conference tables, acoustic screens,  
office room dividers, office storage, office chairs,  
and conference chairs



辦公室家具必須品質出眾，才能應付日常工作及居家生活所需，這就是為什麼我們對產品進行透徹測試，以確保它們可承受在家用及非家用環境中的日常使用。

因此，我們樂意為你提供10年品質保證服務，涵蓋材料、製作工藝及功能上之瑕疵。

本品質保證所涵蓋的書桌、桌子、儲物系列、隔屏及間隔屏風均經過測試，符合辦公及公共場所使用的標準(會議桌、折疊桌、筆記型電腦桌：EN 15372及 ANSI/BIFMA X:5.5；辦公桌：EN527、ANSI/BIFMA x6.5及ANSI/BIFMA 5.5；儲物系列：EN 14073、EN14074、ANSI/BIFMA x5.9及ISO-7170；辦公室隔音屏：EN1023-2；活動式框架：EN1023-2、EN 14073、EN14074、ANSI/BIFMA x5.9及ISO-7170，視組合而定)，以及針對安全性、耐久性及穩定性的要求。

- BEKANT 儲物系列
- GALANT 儲物系列
- HÄLLAN 儲物系列
- IDÅSEN 工作桌、桌子及儲物系列
- MITTZON 工作桌、桌子、隔屏、隔音屏
- TROTTEEN 書桌、桌子及儲物系列
- RODULF 書桌

本品質保證所涵蓋的辦公椅均經過測試，符合辦公及公共場所使用的標準(辦公椅：EN 1335及ANSI/BIFMA X5.1；會議椅：EN16139及ANSI/BIFMA X5.1；椅凳：EN16139等級1)，以及針對安全性、耐久性及穩定性的要求。

- ALEFJÄLL 辦公椅
- FLINTAN 辦公椅
- GRÖNFJÄLL 辦公椅
- HATTEFJÄLL 辦公椅
- JÄRVFJÄLLET 辦公椅
- MARKUS 辦公椅
- SMÖRKULL 辦公椅
- LIDKULLEN 椅凳
- TROLLBERGET 椅凳
- FJÄLLBERGET 會議椅
- LÅNGFJÄLL 會議椅
- LÄKTARE 會議椅
- MULLFJÄLLET 會議椅

本品質保證適用於家用與非家用的辦公及公共場所使用，並受本文件列明的條款及細則約束。

## **本品質保證有效期為多久？**

我們提供10年品質保證服務，自購買日期起生效。顧客需出示原始購買證明，方可享有品質保證服務。

## **本品質保證範圍包括什麼？**

本品質保證涵蓋所有上述產品，在以正確方式組合並依說明指示組裝的情況下，於材質、製作工藝及功能方面之瑕疵。本品質保證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。

## **那些狀況下產品無法得到產品品質保證**

- 產品品質保證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。
- 產品品質保證不適用於正常性損耗、切割或刮花、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損耗，例如陽光曝曬、濕氣、黴菌、蟲害等引致的問題，不適用於本產品品質保證。
- 產品品質保證不適用於自行拆除、搬移或修補產品而造成的損毀。
- 產品品質保證不適用於天災或意外事件所造成的毀壞。
- 展示品及於特價部(Bargain Corner)所購買的產品不在產品品質保證範圍內。
- 產品品質保證只涵蓋原始購買人，權益不得轉讓。
- IKEA保留修正此產品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。

## **本品質保證範圍不包括什麼？**

以下產品不在本保固範圍內：

- ROTHULT智慧鎖
- EILIF隔屏
- SIDORNA隔間屏風

## **IKEA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品質保證的條件。若符合產品品質保證條件，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。若產品符合品質保證的條件，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。若產品不符合品質保證條件你仍交由IKEA維修者，我們將向你收取維修、零件等必要費用。產品品質保證不適用於未經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。產品品質保證之服務工作只限於台灣境內作業。已更換之新產品若是品質保證產品，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：如需收取特殊費用，客戶服務人員會於檢視商品後與客人聯絡商討方案並清楚說明收費。

## **組裝及保養說明**

你需遵從每款產品之特定保養方法，方可享有此品質保證服務。你可在[www.IKEA.com.tw](http://www.IKEA.com.tw)的產品頁面上找到所有組裝及保養說明。

個別辦公室儲物櫃及抽屜組合必須固定到牆上，請確保家具正確安裝到牆上。牆壁材質不盡相同，產品不含上牆螺絲。請向本地經銷商查詢所合適的螺絲配件。

請於使用兩週後重新把螺絲上緊，並每年檢查數次，確保螺絲依然緊固。

## **產品品質保證的法律權益**

悉依中華民國法律及相關法令規定辦理。

## **需要服務時該如何聯絡我們**

你可以電郵至 [iservice@ikea.com.tw](mailto:iservice@ikea.com.tw) 或致電412-8869，提供原始購買證明，以獲得保固服務。

Everyday life at work, and at home, puts high demands on office furniture, which is why we test ours thoroughly to ensure they can withstand the everyday usage in a domestic and non-domestic environment.

For this reason we offer a 10-year guarantee that covers defects in material, workmanship, and function.

The desks, tables, storage, screens and room dividers covered in this guarantee, have been tested according to the standards for office and public use (EN 15372 and ANSI/BIFMA X:5.5 for conference table, foldable table, laptop table; EN527, ANSI/BIFMA x6.5 and ANSI/BIFMA 5.5 for desks; EN 14073, EN14074, ANSI/BIFMA x5.9 and ISO-7170 for storage; EN1023-2 for acoustic office screens; EN1023-2, EN 14073, EN14074, ANSI/BIFMA x5.9 and ISO-7170 for Frames on castors, depending on the combination) and meet the requirements for safety, durability, and stability.

- BEKANT storage
- GALANT storage
- HÄLLAN storage
- IDÅSEN desks, tables, storage
- MITTZON desks, tables, room dividers and acoustic screens
- TROTTEEN desks, tables, storage
- RODULF desk

The work chairs covered in this guarantee, have been tested according to the standards for office and public use (EN 1335, ANSI/BIFMA X5.1 for office chairs; EN16139, ANSI/BIFMA X5.1 for conference chairs, EN16139 level 1 for sit/stand support) and meet the requirements for safety, durability, and stability.

- ALEFJÄLL office chair
- FLINTAN office chair
- GRÖNFJÄLL office chair
- HATTEFJÄLL office chair
- JÄRVFJÄLLET office chair
- MARKUS office chair
- SMÖRKULL office chair
- LIDKULLEN sit/stand support
- TROLLBERGET sit/stand support
- FJÄLLBERGET conference chair
- LÅNGFJÄLL conference chair
- LÅKTARE conference chair
- MULLFJÄLLET conference chair

This guarantee is valid for domestic and non-domestic office and public use and is subject to the terms and conditions stated in this document.

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

The guarantee remains for 10 years and is valid from the date of purchase. The original purchase receipt is required as a proof of purchase.

### **What is covered under this guarantee?**

It covers defects in materials, workmanship, and function of all the mentioned products when combined in a correct way and assembled according to assembly instructions. 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 is not covered under this guarantee?**

This guarantee does not apply to products mentioned in this guarantee document, that have been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong 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 products have been placed outdoors, in prolonged direct sunlight or in a humid environment e.g. kitchen and bathroom.

This guarantee does not cover consequential or incidental damages.

For customers in the US only: Some states do not allow the limitation or exclusion of incidental or consequential damage, so this limitation or exclusion may not apply to you.

### **Products not covered under this guarantee:**

- ROTHULT smart lock
- EILIF screens
- SIDORNA room dividers

### **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, labour 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 any additional fees are required, our customer service representatives will inspect the items, discuss options with the customer, and provide clear explanations of the charges.

### **Assembly and Care instructions**

To be able to rely on these guarantees you need to follow the specific care instructions for every product. You find all assembly and care instructions at [www.IKEA.com](http://www.IKEA.com).

Some office cabinets and storage units must be fixed to the wall. Secure that you attach them properly. All wall materials vary, screws for fixing to wall are not included. For advice on suitable screw systems, contact your local specialized dealer.

Tighten the screws after two weeks of use, and make sure they stay tight by checking them a couple of times per year.

### **How country, provincial and state law applies**

This guarantee gives you specific legal rights, and is in addition to your statutory legal rights.

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

Contact your local IKEA store. You will find the address and phone number in the IKEA website at [www.IKEA.com.tw](http://www.IKEA.com.tw)

## 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).

