

IKEA浴室品質保證

IKEA bathroom guarantee

10年
years

品質保證
Guarantee

3年
years

品質保證
Guarantee

本品質保證涵蓋範圍：

浴室家具系列，檯面，洗臉盆，浴室水龍頭，浴室恆溫龍頭，蓮蓬頭及配件和浴室鏡子/鏡櫃。

Bathroom furniture series:

countertops, wash-basins, mixer taps, shower mixers, shower accessories and mirrors



浴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各項測試，以確保浴室家具能符合我們對品質、強度和耐用性的嚴格標準，且可承受一般家用室內環境的日常使用。

我們樂意為你提供10年品質保證，範圍涵蓋材料、製作工藝及功能上之瑕疵。10年品質保證類別涵蓋ENHET、HAVBÄCK、ÄNGSJÖN、TÄNNFORSEN、HAGAÅN、FAXÄLVEN 和 LETTAN 浴室家具系列，TOLKEN 和 ÅLSKEN 檯面，ALMAÅN 櫃腳，浴室洗臉盆，浴室水龍頭及蓮蓬頭。

另外，我們為你提供ÅBÄCKEN省水閥以及蓮蓬頭配件（例如掛桿、頂噴式及手持式蓮蓬頭、淋浴軟管和淋浴收納架）的3年品質保證。

各項產品品質保證的涵蓋範圍，以本手冊內文的條款和細則為準。

10
years
品質保證
Guarantee

ENHET、HAVBÄCK、ÄNGSJÖN、TÄNNFORSEN、HAGAÅN浴室家具系列、FAXÄLVEN和LETTAN浴室鏡子/鏡櫃，TOLKEN和HEMTRÄSK檯面，ENHET和ALMAÅN櫃腳提供10年品質保證。

10
years
品質保證
Guarantee

浴室洗臉盆，浴室恆溫浴缸/淋浴龍頭提供10年品質保證。

3
years
品質保證
Guarantee

浴室蓮蓬頭及淋浴配件提供3年品質保證。



ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, LETTAN, ALMAÅN, HEMTRÄSK及TOLKEN 浴室家具系列10年品質保證

本品質保證有效期為多久？

我們提供以下所列浴室家具系列10年品質保證，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？

僅限一般家居室內使用並有乾濕分離之浴室，提供以下系列10年品質保證。本保固範圍涵蓋材料、製作工藝及功能上之瑕疵。

浴室家具	浴室鏡/鏡櫃	櫃腳	檯面
ENHET HAVBÄCK ÄNGSJÖN TÄNNFORSEN HAGAÅN	FAXÄLVEN LETTAN	ALMAÅN ENHET	TOLKEN HEMTRÄSK

那些情況及狀況下產品無法得到保固？

- 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。
- 產品保固不適用於因使用所生外觀上的改變，或產品因受到任何外在因素與環境所引致的損毀或耗損，例如陽光曝曬、黴菌、蟲害及非乾濕分離之浴室等引致的問題。
- 產品保固不適用於正常性損耗、切割加工或刮傷、撞擊或意外所造成的損壞。
- 產品若用作公共或戶外用途，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。
- 無法提示購買證明，如發票者。
- 其他可歸責於購買者所致之故障或毀損者。

IKEA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。

安裝注意事項

請確保ENHET、HAVBÄCK、ÄNGSJÖN、TÄNNFORSEN、HAGAÅN、FAXÄLVEN和LETTAN浴室家具必須固定到牆上。請確保你浴室的牆壁能夠承受家具的重量，因為安裝不當可能會導致受傷或損壞。由於牆壁材質不盡相同，產品內不含上牆螺絲。請聯繫最近分店，查詢適合的螺絲配件建議。請仔細閱讀及依照我們的浴室組裝、安裝和保養說明使用。若你對產品安裝有任何疑問，請洽詢服務人員。

產品保固的法律權益

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 或致電412-8869，提供原始購買證明，以獲得保固服務。

10
years
品質保證
Guarantee

3
years
品質保證
Guarantee

浴室洗臉盆、浴室水龍頭和洗臉盆配件 3年及10年品質保證

本品質保證有效期為多久？

我們提供所有浴室洗臉盆和浴室水龍頭10年品質保證；ÅBÄCKEN節水閥3年品質保證，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？

僅限一般家居並有乾濕分離之浴室，提供浴室洗臉盆，包括排水管和浴室水龍頭10年品質保證。本保固範圍涵蓋材料、製作工藝及功能上之瑕疵。我們的產品在測試中遠超過所有相關的國際標準，並且我們只使用頂級品牌的零配件，以確保我們的10年保固承諾。

那些情況及狀況下產品無法得到保固？

- 產品保固不適用於浴室水龍頭的濾網/節流器，該部分為正常損耗，應定期清潔或在磨損時更換。請仔細遵循我們的組裝說明和保養指南。
- 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。
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IKEA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**

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安裝注意事項

請確保你浴室的牆壁能夠承受洗臉盆及浴室家具的重量，因為安裝不當可能會導致受傷或損壞。由於牆壁材質不盡相同，產品內不含上牆螺絲。請聯繫最近分店，查詢適合的螺絲配件建議。請仔細閱讀及依照浴室組裝、安裝和保養說明使用。若你對產品安裝有任何疑問，請洽詢服務人員。

產品保固的法律權益

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？

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10年
years
品質保證
Guarantee

3年
years
品質保證
Guarantee

浴室恆溫浴缸/淋浴龍頭、蓮蓬頭及配件 3年及10年品質保證

本品質保證有效期為多久？

我們提供部分浴室淋浴龍頭10年品質保證；部分淋浴龍頭/蓮蓬頭及配件3年品質保證，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。

保證年限	恆溫浴缸/ 淋浴龍頭	恆溫龍頭/ 蓮蓬頭組合
10年	BROGRUND VOXNAN VALLAMOSSE	BROGRUND VOXNAN

保證年限	蓮蓬頭組附 分流器	掛桿/手持式 蓮蓬頭組	手持式蓮蓬頭	淋浴龍頭/蓮蓬頭配件
3年	BROGRUND VOXAN	BROGRUND VALLAMOSSE	BROGRUND VALLAMOSSE LILLREVET	BROGRUND淋浴收納架 VOXAN淋浴收納架 LILLREVET淋浴軟管 KOLSJÖN淋浴軟管 KOLSJÖN蓮蓬頭掛架

本品質保證範圍包括什麼？

僅限一般家庭正常室內使用情況下，提供浴室恆溫浴缸/淋浴龍頭10年品質保證；蓮蓬頭及配件3年品質保證。本保固範圍涵蓋材料、製作工藝及功能上之瑕疵。我們的產品在測試中遠超過所有相關的國際標準，並且我們只使用頂級品牌的零配件，以確保我們的3年及10年保固承諾。

那些情況及狀況下產品無法得到保固？

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- 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。

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- 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。
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- 其他可歸責於購買者所致之故障或毀損者。

IKEA如何為您服務?

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***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。

安裝及保養說明

請仔細閱讀及依照組裝、安裝和保養說明使用。若你對產品安裝有任何疑問，請洽詢服務人員。提醒你，記得遵守產品所附的使用與保養指南，才能享有品質保證服務。你也可以在IKEA店裡或 www.IKEA.com.tw 網站找到完整的說明。

產品保固的法律權益

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 或致電412-8869，提供原始購買證明，以獲得保固服務。

Everyday life at home puts high demands on bathroom furniture, which is why our bathrooms endure rigorous tests to meet our strict standards for quality, strength and durability. They are tested under the highest standards in domestic applications.

We offer you a 10-year guarantee that covers defects in the material and workmanship on the ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN and LETTAN bathroom series, TOLKEN and HEMTRÄSK countertops, ALMAÅN legs, all wash-basins, mixer taps and shower mixers.

We offer you a 3-year guarantee for ÅBÄCKEN mist nozzle for mixer tap and all shower accessories such as riser rails, head and hand showers, shower hoses and hand shower parking bracket.

This guarantee is subject to the terms and conditions stated in this folder.

10年
years
品質保證
Guarantee

ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN bathroom furniture series, LETTAN and FAXÄLVEN mirror and mirror cabinets, TOLKEN and HEMTRÄSK countertop, ALMAÅN legs have 10-year guarantee.

10年
years
品質保證
Guarantee

Bathroom wash-basins, mixer taps and shower mixers have a 10-year guarantee.

3年
years
品質保證
Guarantee

Shower accessories have a 3-year guarantee.



ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, LETTAN, ALMAÅN, HEMTRÄSK and TOLKEN bathroom series 10-year guarantee

How long is the guarantee valid?

The guarantee for the ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, LETTAN, TOLKEN, HEMTRÄSK and ALMAÅN products stated below 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?

This guarantee applies to domestic use only and covers defects in material and workmanship in the following furniture:

Bathroom furniture	Bathroom mirror/ mirror cabinet	Legs	Countertop
ENHET HAVBÄCK ÄNGSJÖN TÄNNFORSEN HAGAÅN	FAXÄLVEN LETTAN	ALMAÅN ENHET	TOLKEN HEMTRÄSK

What is not covered under this guarantee?

- 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 corrosive or 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 consequential or incidental damages caused by natural disasters or accidents.
- This guarantee does not apply to products purchased in the showroom and special offer area (Bargain Corner).
- 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.

What will IKEA do to correct the problem?

IKEA will examine the product and decide if it is covered under the guarantee. If considered covered, IKEA will either repair the defective product or replace it with the same or a comparable product.

If it is covered by the guarantee, IKEA will pay the costs of repairs and spare parts, provided that the product is accessible for repair without special expenditure (see *Note).

If it is not covered by the guarantee, but you still want IKEA to repair the product, we will charge you the costs of repairs, spare parts and other incurred costs. Product guarantee does not apply to any repair work not authorised by IKEA. Replaced parts become the property of IKEA. If the product is no longer sold by IKEA, IKEA will provide an appropriate replacement. If the replacement is with higher value, IKEA will charge you the difference. Product guarantee service is only applicable within the borders of Taiwan. If the replacement is covered by the guarantee, the guarantee start day is on the original product purchase date. IKEA reserves the right to accept or deny the replacement claim and the right to decide appropriate replacement at its sole discretion.

***Note**

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.

Installation

ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÄN, FAXÄLVEN and LETTAN furniture must be fixed to the wall.

Secure that the walls in your bathroom can support the weight of the furniture, as wrong installation may cause injury or damage. If you are uncertain about the installation, contact a professional.

As wall materials vary, screws for fixing to wall are not included. For advice on suitable screw systems, contact your local specialized dealer. Follow our assembly instructions, bathroom installation instructions and care instructions carefully.

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 service

You can email us at iservice@ikea.com.tw or call us at 412-8869 to provide your original purchase proof and receive warranty service.



Bathroom wash-basins, mixer taps and wash-basin 10-year and 3-year guarantee

How long is the guarantee valid?

The guarantee for bathroom wash-basins and mixer taps purchased at IKEA remains in force for ten (10) years and is valid from the date of purchase. We offer you a 3-year guarantee for ÅBÄCKEN mist nozzle for mixer tap. The original purchase receipt is required as proof of purchase.

What is covered under this guarantee?

The guarantees only cover household use bathroom with separate shower and bath. This guarantee is valid for all bathroom wash-basins including water trap and mixer taps at IKEA. The guarantee applies to domestic use only and covers defects in material and workmanship in all bathroom wash-basins and mixer taps. Our products are tested well beyond all relevant international standards and we use only top brand components to secure our 10-year guarantee promise.

What is not covered under this guarantee?

- This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris.
- It also does not apply to the filter/aerator of the mixer tap which should be cleaned regularly or replaced when worn out. Follow our assembly instructions and care instructions carefully.
- 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 (Bargain Corner).
- 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.

What will IKEA do to correct the problem?

IKEA will examine the product and decide if it is covered under the guarantee. If considered covered, IKEA will either repair the defective product or replace it with the same or a comparable product.

If it is covered by the guarantee, IKEA will pay the costs of repairs and spare parts, provided that the product is accessible for repair without special expenditure (see *Note).

If it is not covered by the guarantee, but you still want IKEA to repair the product, we will charge you the costs of repairs, spare parts and other incurred costs. Product guarantee does not apply to any repair work not authorised by IKEA. Replaced parts become the property of IKEA. If the product is no longer sold by IKEA, IKEA will provide an appropriate replacement. If the replacement is with higher value, IKEA will charge you the difference. Product guarantee service is only applicable within the borders of Taiwan. If the replacement is covered by the guarantee, the guarantee start day is on the original product purchase date. IKEA reserves the right to accept or deny the replacement claim and the right to decide appropriate replacement at its sole discretion.

***Note**

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.

Installation

Secure that the walls in your bathroom can support the weight of the wash-basin and the furniture, as wrong installation may cause injury or damage. If you are uncertain about the installation, contact a professional. As wall materials vary, screws for fixing to the wall are not included. For advice on suitable screw systems, contact your local specialized dealer. Follow our assembly instructions, bathroom installation instructions and care instructions carefully.

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 service

You can email us at iservice@ikea.com.tw or call us at 412-8869 to provide your original purchase proof and receive warranty service.



Bathroom shower mixers and shower accessories

How long is the guarantee valid?

The guarantee for bathroom shower mixers purchased at IKEA remains in force for ten (10) years and is valid from the date of purchase. The three (3) year guarantee is valid for the bathroom shower products below purchased at IKEA and is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

Guarantee year	Thermostatic bath/shower mixer	Shower set with thermostatic mixer
10-year	BROGRUND VOXNAN VALLAMOSSE	BROGRUND VOXNAN

Guarantee year	Head/handshower kit with diverter	Riser rail with handshower kit	Handshower	Shower accessories
3-year	BROGRUND VOXAN	BROGRUND VALLAMOSSE	BROGRUND VALLAMOSSE LILLREVET	BROGRUND shower shelf VOXAN shower shelf LILLREVET shower hose KOLSJÖN shower hose KOLSJÖN Hand shower parking bracket

What is covered under this guarantee?

These two guarantees are valid for all bathroom shower products at IKEA. The guarantees cover defects in material and workmanship in all bathroom shower products. Our products are tested well beyond all relevant international standards and we use only top brand components to secure our 3 and 10 year guarantee promise.

What is not covered under this guarantee?

- This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris. Follow our assembly instructions and care instructions carefully.
- 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 (Bargain Corner).
- 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.

What will IKEA do to correct the problem?

IKEA will examine the product and decide if it is covered under the guarantee. If considered covered, IKEA will either repair the defective product or replace it with the same or a comparable product.

If it is covered by the guarantee, IKEA will pay the costs of repairs and spare parts, provided that the product is accessible for repair without special expenditure (see *Note).

If it is not covered by the guarantee, but you still want IKEA to repair the product, we will charge you the costs of repairs, spare parts and other incurred costs. Product guarantee does not apply to any repair work not authorised by IKEA. Replaced parts become the property of IKEA. If the product is no longer sold by IKEA, IKEA will provide an appropriate replacement. If the replacement is with higher value, IKEA will charge you the difference. Product guarantee service is only applicable within the borders of Taiwan. If the replacement is covered by the guarantee, the guarantee start day is on the original product purchase date. IKEA reserves the right to accept or deny the replacement claim and the right to decide appropriate replacement at its sole discretion.

***Note**

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.

Installation

Follow our assembly instructions, installation instructions and care instructions carefully. If you are uncertain about the installation, contact a professional.

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 service

You can email us at iservice@ikea.com.tw or call us at 412-8869 to provide your original purchase proof and receive warranty service.

請妥善保存購買證明

以利享有品質保證服務

Save the receipt

It is your proof of purchase and required for the guarantee to apply.

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).

如有任何疑問，請聯絡我們
市話用戶請直撥：412-8869 行動電話用戶：請加區域號碼 02

If you have any questions, please contact us.
Please dial: 412-8869 directly. For mobile phone users,
please add the area code 02.

