

# 床墊品質保證

Mattress guarantee

**10**年  
years

品質保證  
Guarantee



床墊佔了每天家居生活一重要席位。我們根據品質、耐用的嚴格標準，認真測試我們售賣的床墊，同時亦確保床墊符合家居用品最高標準。因此，我們樂意為你提供10年品質保證。品質保證僅適用於一般家庭室內正常使用，並確實依據產品的保養及本文件列明的條款及細則。

Everyday life at home puts high demands on a mattress. IKEA mattresses are rigorously tested to comply with our strict standards for quality and durability as well as with the highest standards for domestic use. This means that we can offer you a 10-year guarantee against defects in materials and workmanship that covers mattresses from IKEA. This guarantee is subject to the terms and conditions stated in this folder.

宜家家居為下列之床褥系列提供10年品質保證：

### 彈簧床墊

VESTMARKA	VANNAREID	VESTERÖY	VALEVÅG
VÅGSTRANDA	VATNESTRÖM	VITMÅSEN	BRUKSVARA

### 泡棉/椰纖/天然乳膠床墊

ÅFJÄLL	ÅKREHAMN	ÅNNELAND	ÅBYGDA
ÅNNFJÄLLET	ÅRBERGET		

### 本品質保證範圍包括什麼？

保證範圍包括上述於家中自用的彈簧床墊之彈簧及泡棉床墊，在製造過程中所引致的結構性問題。有效期限為台灣宜家家居首次購買發票日期起計算10年內。顧客必須出示由台灣宜家家居發出之有效發票或網上購物付款證明之正本/影印本或其照片，以證明首次及其後的更換日期，方可享有相關的品質保證。

### 本品質保證範圍不包括什麼？

- 床墊曾以不正確的方式儲存或組裝、經不適當地使用、濫用、誤用、更改用途或以不當的清潔方法或清潔劑處理。
- 床墊並未依照下列提供之保養方法及/或隨產品附上的保養單張所提供的方法保養。
- 任何正常的損耗及身體壓痕、割痕、刮痕、不當的屈折、或因撞擊、意外引致的損壞。
- 床墊受到任何外在因素而損毀，例如陽光下曝曬、濕氣、灰塵、塵蟎等引致的問題。
- 床墊如因長期在固定位置反覆坐臥（特別是床緣、床角等區域）所造成的局部下陷或邊緣壓縮變形，屬於使用習慣導致的自然磨損，不屬於本保固條件內涵蓋之範圍。建議使用者避免長時間於床墊同一區域（特別是邊緣）施加集中壓力，以延長床墊整體使用壽命。
- 特價陳列品、無法提供發票或網上購物訂單發票付款證明正本/影印本或照片之產品。
- 本保固條款僅適用於列於本文件中之床墊系列與型號。未列入上述保固系列之產品，將不適用本保固內容，亦不提供相關維修或更換服務。

### 使用前須知

- 剛開始使用新床墊可能會覺得有點軟或硬，建議至少以1個月的時間讓你的身體適應新床墊。
- 初次打開包裝可能會聞到異味，請你放心！這是床墊內部泡棉的味道經實驗證實對人體無害。建議置於良好通風環境，並使用吸塵器即可降低異味。
- 捲筒式包裝的床墊在儲存或運送過程中可能經過些壓縮，使用3至4天後即可恢復原狀。

## 自購買日期起10年內：

IKEA床墊若有任何製造過程中出現的結構問題，我們將更換同一型號的產品給你；若該型號已為絕版貨品，你可改換相等價格的IKEA床墊，或另補差額更換售價較高的IKEA床墊。若欲更換售價較低的IKEA床墊，差額將不退回，更換之床墊，恕不適用於365天試睡保證。

床墊凹陷保固條件與測量須知：若床墊於正常使用情況下出現永久性凹陷超過3公分(指床墊未承重時，表面與凹陷處的高低差異超過3公分)，即視為非正常磨損，符合本保固條件。

如何測量：

- 請於床墊無承重、未施加外力的狀態下測量。
- 建議使用直尺橫放於床墊表面，從最高點至最低點垂直測量差距。
- 不得於測量時對床墊施壓或按壓凹陷區域，否則測量結果將不具參考性。
- 為利後續處理，請一併提供現場環境照片與測量紀錄。

提醒：輕微壓痕屬床墊隨著使用自然產生之正常現象，若凹陷深度未達3公分，則不適用保固服務。

## 保養說明

- 我們建議在首三個月內每兩星期頭尾翻轉床墊一次，這樣可確保床墊兩面受力均勻可平衡你睡眠後床墊上產生的身體壓痕，使床墊更加耐用。
- 要除去灰塵及塵蟎，可使用吸塵器。若床墊沾上任何污跡或液體，可用冷水混入溫和皂液、或布料清潔劑清理。請只用少量清水，切勿把床墊浸在水中或其他液體裏。請平放晾乾床墊，避免使用暖風機烘乾。
- 請避免使用任何化學物品清潔床墊，因為化學物品會損壞床墊，同時可能對健康有不良影響。
- 要保護床墊，最佳的方法是加床墊保潔墊。床墊保潔墊較容易取下通風透氣，故可輕易去除異味，令床墊更衛生、更耐用，同時令鋪床工夫更輕鬆。
- 切勿自行曲折床墊，以免損壞內部的彈簧和物料。若必須把床墊運送通過狹窄的空間，可把床墊略為彎曲。
- 翻轉床墊時，請提起床墊的兩側，可免損壞床墊。搬動時，切勿拿著床墊邊的把手，因把手只適用於翻轉床墊時使用。

## 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。

### **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。

### **你該如何聯絡我們**

你可在IKEA網站([www.IKEA.com.tw](http://www.IKEA.com.tw))找到原購買的IKEA分店地址與電話。請洽詢各店服務人員，並出示原始購買證明，以獲得保固服務。

## IKEA provide 10-year Guarantee to following mattresses

### SPRING MATTRESSES

VESTMARKA	VANNAREID	VESTERÖY	VALEVÅG
VÅGSTRANDA	VATNESTRÖM	VITMÅSEN	BRUKSVARA

### FOAM / COIR FOLDING / NATURAL LATEX MATTRESS

ÅFJÄLL	ÅKREHAMN	ÅNNELAND	ÅBYGDA
ÅNNFJÄLLET	ÅRBERGET		

#### What is covered under this guarantee

This guarantee applies to domestic use only and covers structural manufacturing defects relating to the springs in spring mattress and foam core in foam mattress. The guarantee is valid for 10 years from the original date of the first purchase of the product. In order to rely on this guarantee, proof of purchase by presenting the original, copy or photo of sales memo or the print-out of Online sales order invoice issued by IKEA Taiwan is required to evidence the first purchase and all subsequent replacements.

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#### What is not covered under this guarantee

- Mattress that has been stored/installed incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or cleaning products.
- Mattress that has not been maintained in accordance with the care Instructions stated overleaf and or maintenance leaflet that accompanies the product.
- Normal wear and tear, body impressions, cuts or scratches, abnormal bending, damage caused by impacts or accidents.
- Damages caused by external factors such as exposure to the sun, dampness, dust or mites etc.
- For a mattress that have been repeatedly sat or laid on in fixed positions over time (especially at the edges or corners), resulting in localised sagging or edge compression, such conditions are considered normal wear and tear and are not covered by this guarantee. We recommend avoiding prolonged pressure on the same area of the mattress (particularly the edges) to help extend its lifespan.

- This guarantee does not apply to bargain items, or any products without the original, copy or photo of sales invoice.
- This guarantee only applies to the mattress series and models listed in this document. Products not listed are not covered by this guarantee and are not eligible for any repairs or replacements.

#### **Notice.**

- The new mattress have a breaking-in period. It's usually 30 days.
- When you open your new mattress, you will probably notice an odor coming from the foam, caused by a process called off-gassing. Recommended to place it in a well-ventilated environment and use a vacuum cleaner to reduce odor.
- Unroll your new mattress. The mattress will take a 3-4 days to expand to its original size.

#### **Within the first 10 years from the date of the sales invoice**

- IKEA shall replace it with a new one of the same or similar model. If the model of the mattress the customer first purchased is out of stock, he may choose a new mattress of a different model. Comparing to the purchase price of the first purchase mattress, if the customer chooses a more expensive mattress, the customer shall pay the difference. If the customer chooses a cheaper mattress, the balance will be forfeited.
- The guarantee period of the replacement mattress shall be the balance of the 10 years from the date of the first purchase.
- The replacement mattress is not applicable to the 365-day trial sleep policy.
- Guarantee conditions and measurement guidelines for mattress sagging: If the mattress shows permanent sagging exceeding 3 cm under normal use (referring to a height difference of more than 3 cm between the surface and the sagging area when the mattress is free from weight), it is considered abnormal wear and tear and will be covered under the guarantee.

How to measure:

- Measure the mattress when it is free from weight and external pressure.
- We recommend placing a ruler horizontally on the mattress surface and measuring the vertical distance from the highest point to the lowest point.
- Do not apply pressure to the mattress or press on the sagging area during measurement, as this will affect the accuracy of the results.
- Please provide photos and measurement records to facilitate a smooth process.

Note: Slight indentations are normal with everyday use. If the dip in the mattress is less than 3 cm deep, it is not covered by this guarantee.

#### **Care instructions**

- Turn over the mattress every two weeks in the first three months. This action can ensure even wear and prolong the life of the mattress by equalising the impression left by your body.
- The only recommended cleaning method is to vacuum the mattress to remove dust and mites. If anything spills and stains the mattress, use a mixture of mild soap with

cold water or upholstery cleaner to clean the mattress. Apply water sparingly. Be sure not to soak the mattress with water or any other fluid. Mattresses should be hung dried without extra heating.

- Avoid all chemicals as these can seriously damage the mattress and could have a negative effect on health.
- An excellent way to protect a mattress is to complement it with a mattress pad. Since mattress pad can be taken off easily for ventilation to eliminate bad smell, it prolongs the life of a mattress, makes it more hygienic and also makes the bed easier to make.
- Don't bend the mattress by yourself. This could cause damage to the interior springs and materials. If you must get the mattress through a tight doorway, flex it gently.
- When carrying the mattress, carry it on its side. This is the easiest way to handle the mattress and will help avoiding damage. Use the handle on the sides of the mattress only when you turn the mattress; never use them to carry it.

### **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 invoices
- 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 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).

