

沙發及扶手椅品質保證

Sofa and armchair guarantee

5年
years

品質保證
Guarantee

10年
years

品質保證
Guarantee

25年
years

品質保證
Guarantee

沙發、扶手椅、沙發床、腳凳

sofas, armchairs, sofa-beds, and footstools.



品質保證期限及內容

每項品質保證都有其標示的保固期限，保固期限自購買日期起生效。當原始購買人轉售或轉讓該產品時，即為保固期限的終止期。RULLERUM電動沙發框架保固10年，電動組件保固5年。沙發、扶手椅、沙發床和腳凳的品質保證10年內有效，部分產品 (STOCKHOLM皮沙發) 為25年。

顧客需要保固服務時，請聯繫原購買之IKEA分店，並出示原始購買證明，保固服務方可生效，故請妥善保存購買證明以利享有品質保證服務。

本品質保證涵蓋的範圍：

本品質保證僅適用於一般家庭使用，並涵蓋與框架一起使用時的框架、座墊和靠背墊的材料和工藝製作上的瑕疵及缺陷。請連結IKEA網站或鄰近的IKEA分店，了解您的沙發座椅是否涵蓋在保固範圍內。也可透過客服專線了解更多相關訊息。

那些狀況下產品無法得到保固？

以下為本品質保證不予涵蓋的範圍：

- 布料椅套
- 真皮椅套、合成皮革椅套
- 沙發背墊或坐墊不織布內裡
- POÄNG椅墊、POÄNG椅套
- 藤製、竹製及自然纖維編織沙發及扶手椅
- 部分分段式躺椅
- 蒲團式腳凳
- 單獨販售的靠枕

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: 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。

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。

那些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。

產品使用與保養指南

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。

- 靠坐墊需要保養，才能維持最佳的舒適感。每個月至少要拿起來拍一次，恢復蓬鬆。靠坐墊也需交換使用，常用和不常用的可以互換位置。
- 使用兩個星期後，將螺絲鎖緊，每年須檢查螺絲緊度數次。
- 避免家具直接受到日曬，並且定期使用吸塵器除塵。
- 當你坐在沙發上時，請避免總是坐在同一個位置。
- 請依循椅套上的洗滌標示進行清潔；同組沙發椅套建議一起清洗，以避免清洗後的色差。趁著椅套還是潮濕時，將其拉平，並且吊起來晾乾。
- 需要熨燙椅套時，可利用椅套微濕時在反面進行。
- 淺色皮沙發較易受到深色暈染，若不慎打翻紅酒或咖啡等，請立即進行清潔。
- 不可使用清潔劑清潔皮沙發。
- 請將皮沙發遠離熱源至少30公分。

你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。

Guarantee period and content

Each guarantee has its marked guarantee period, which is effective from the date of purchase. When the original purchaser resells or transfers the product, it is the end of the guarantee period. 10 years guarantee for the frame of RULLERUM electric recliner, 5 years for recliner module. Guarantee for sofas, armchairs, sofa beds and footstools is 10 years, and for some products (Stockholm leather sofas) is 25 years.

When a customer needs guarantee service, please contact the original IKEA branch where you purchased it and present the original purchase certificate. The guarantee service will take effect, so please keep the purchase certificate in order to enjoy the quality assurance service.

What is covered under this guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship in frames and seat and back cushions when used with the intended frames. Find out whether your seating furniture is covered by IKEA guarantee by visiting www.IKEA.com.tw or your local store. You can also contact the Customer Support Centre for more information.

Products and parts not covered under this guarantee

- This guarantee does not apply to:
- Fabric covers
- Leather covers
- Non-woven fabric of sofa cushion
- POÄNG cushions
- Seating furniture made of rattan, bamboo, or other natural fibers
- Some recliners
- Pouffes
- Headrests

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 guarantee is limited to operations in Taiwan. If the new product that has been replaced is a guarantee product, the guarantee 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.

*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.

Legal rights of product Guarantee

It is reported to be handled in accordance with the laws of Taiwan, the Republic of China and related laws and regulations.

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.

Care and use instruction

- The seat cushion needs maintenance to maintain the best comfort. To pat thoroughly at least once a month to keep cushion fluffy. The seat cushions also need to be exchanged to different positions frequently.
- Tighten the screws after two weeks of use, and check the tightness of the screws several times per year.
- Avoid direct contact to the sun, and use a vacuum cleaner from time to time.
- When you are sitting on the sofa, please avoid sitting in the same position all the time.

- Please follow the washing and cleaning instruction; it is recommended to wash the covers of the same sofa together to avoid colour difference.
- When the sofa cover needs to be ironed, it can be done on the reverse side when the cover is slightly wet.
- Light-coloured leather sofas are more susceptible to infection and smudging. If you accidentally overturn the red wine or coffee, please clean it immediately.
- Do not use detergent to clean the leather sofa.
- Let leather sofas to stay away from heat at least 30 cm.

How to reach us if you need assistance

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

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).

