

Seating furniture sofas, armchairs, sofa-beds, and footstools

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Everyday life at home puts high demands on seating furniture.

Our furniture 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 frames and cushions of our sofas, armchairs, sofa-beds, and footstools.

For some products, this involves a 25-year guarantee.

Guarantees are subject to the terms and conditions stated in this folder.

Guarantee period and content

Each guaranteee 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 IKEA.sg 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, 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 authorised by IKEA. Replaced parts become the property of IKEA. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement. Replaced parts become the property of IKEA. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement.

*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.

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 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.
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- 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.

Our seating furniture is put to the test

At IKEA we test all our sofas, armchairs, sofa-beds, and footstools to be sure that they're durable. And we're especially tough on the ones that have long guarantees. For example, we push one 100 kg weight onto the seat 50,000 times – and one 30 kg weight onto the back just as many times. We do all this to be sure that the frames retain their stability and that the cushions retain their resilience and comfort.

The guarantees we provide are proof that our seating furniture can withstand being used often and for a long time – and thereby provide an assurance for you as a customer.

How to reach us if you need assistance

Contact your local IKEA store to provide your original purchase proof and receive guarantee service. You will find the address and phone number at IKEA.sg.

Save the receipt

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

If anything happens, or if you're not satisfied, just contact IKEA at IKEA.sg

