

# IKEA 365+ 刀具品質保證

Knives guarantee

15  
years  
品質保證  
Guarantee



要享受美好生活，廚房刀具的品質絕對不能馬虎。  
IKEA 365+刀具系列適合日常使用，品質達到家用廚具的最高要求，是一展廚藝的最佳選擇。我們提供15年品質保證。顧客只要按照香港宜家家居的保養說明，在家正常使用刀具(每日使用及清潔一次，並經常磨刀)，刀具便能耐用多年，鋒利如新。本品質保證受本文件所載的條款及細則約束。

Everyday life at home puts high demands on kitchen knives.  
IKEA 365+ knives are knives for everyday use. With a quality that stands up to the demands of daily cooking, these knives should be the first thing you choose in your kitchen drawer. We guarantee that IKEA 365+ knives will keep their function for 15 years.  
That means that they will still work as well as they did when they were new, provided that our care instructions are followed and they are subjected to normal domestic use (cutting food and being cleaned once a day and regular sharpening). This guarantee is subject to the terms and conditions stated in this folder.



## 香港宜家家居為IKEA 365+刀具系列產品提供「15年品質保證」(下稱「本品質保證」)

### 本品質保證範圍包括什麼？

本品質保證範圍包括所有IKEA 365+刀具，於製造過程中所引致的結構性問題。於一般家居用途情況下，顧客只要按照宜家家居的保養說明使用刀具，刀具在保證期內將會正常操作。一般家居用途是指每天使用(切割食物)及以手清洗刀具一次，並經常打磨刀具。有效期為香港宜家家居首次購買發票日期起計算15年內。顧客必須出示由香港及澳門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，方可享有有關品質保證。

本品質保證範圍包括：

- 刀刀的鋒利度。顧客購買的新刀具非常鋒利，並可自行打磨，確保能每天正常使用。刀刀以強化鋼製造，可於保證期內隨時磨刀，回復原本的鋒利度；
- 耐用刀柄。刀柄不會裂開、斷開或鬆開，令刀具無法使用。

 **IKEA 365+**  
廚師刀 20cm，不銹鋼

 **IKEA 365+**  
廚師刀 16cm，不銹鋼

 **IKEA 365+**  
多用途刀 14cm，不銹鋼

 **IKEA 365+**  
削皮刀 9cm，不銹鋼

 **IKEA 365+**  
麵包刀 23cm，不銹鋼

 **IKEA 365+**  
菜刀 16cm，不銹鋼

 **IKEA 365+**  
菜刀 18cm，不銹鋼

 **IKEA 365+**  
刀，3件套裝，不銹鋼

### 本品質保證不包括什麼？

- 除非嚴重影響刀具功能，否則本品質保證範圍並不包括刀具外觀上的變化；
- 本品質保證不適用於以不正確方式貯存，又或以不適當方式使用、濫用、誤用、修改，或以不當清潔方式或清潔產品清潔刀具；
- 本品質保證範圍並不包括正常的磨損、破裂、割痕或刮痕，又或因撞擊或意外引致的損壞；
- 本品質保證將不適用於曾放置在戶外或潮濕環境的產品；
- 本品質保證並不包括附帶或衍生性破損；
- 本品質保證並不適用於特價陳列品或未能提供發票或網上購物訂單發票付款證明之正本/影印本或其照片之產品。

### 香港宜家家居如何處理本品質保證之申請？

香港宜家家居會因應顧客所提出有關該產品於製造過程中出現的結構性問題而作出檢驗。經檢驗及向生產商查詢(如需要)後，香港宜家家居會全權決定該產品是否適用於本品質保證並保留最終決定權。

## 本品質保證是如何運作？

本品質保證之申請經確認後，香港宜家家居會全權決定退換有問題之產品：

- 若首次購買的產品為缺貨產品，顧客可退換相同價值或同類產品，若顧客換購售價較高的同類產品，需另補差額。若顧客換購售價較低的同類產品，差額將不獲退回。
- 已退換的新產品所享的「IKEA 365+ 刀具15年品質保證」，將會由首次購買該產品的日期起計算之有關剩餘日期。
- 要求退換的產品必須同時退回香港宜家家居分店之顧客服務部。

## 保養說明

### 清潔

- 刀具應以手清洗。
- 使用刀具後應直接清洗及抹乾，以免形成有礙觀瞻的污漬，亦可避免細菌傳播，例如從生雞肉傳播至新鮮蔬菜。

### 磨刀

- 鋒利的刀具比鈍刀安全。雖然刀具以鉬鈮不銹鋼製造，刀刃堅硬耐用，但亦需要定期磨刀(麵包刀除外)。如刀具用作一般家居用途，建議每星期磨刀一次。
- 刀磨的物料必須比鋼刃堅硬，因此您應使用陶瓷刀磨、鑽石塗層刀磨或磨刀石，切勿使用不銹鋼刀磨。
- 如長期使用刀具，但沒有定期磨刀或小心保養，以致刀鋒變鈍，可能需要交由專業磨刀工匠處理。

### 貯存及使用刀具

- 避免用刀切割冷藏或堅硬的食物(如骨頭)，以免導致刀刃變形或刀刃碎片脫落。切割硬物時，應前後來回拉動刀具，切勿左右搖動刀具。
- 應使用木製或塑膠砧板，切勿在玻璃、陶瓷或金屬表面上切割食物。
- 應將刀具存放在刀架或掛牆的磁性刀架上。妥善存放刀具可保護刀鋒及延長刀具的壽命。

## **IKEA HK will provide 15-year Guarantee to the IKEA 365+ knives series (“this Guarantee”)**

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

This guarantee covers structural manufacturing defects of all knives in the IKEA 365+ series. This means that, in normal domestic use and provided that our care instructions are followed, the knives will still work as well as they did during the guarantee period. In this instance, normal use is defined as using (for cutting food) and cleaning the knife by hand once a day and regular sharpening. The guarantee is valid for 15 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 Hong Kong/Macau is required to evidence the first purchase and all subsequent replacements.

This guarantee will cover:

- Sharpness of the knife. The knife shall be sharp when you buy it and you will be able to keep it sharp so it can function properly, every day. The knife blade is made of a steel that is hardened so that it is possible to sharpen the knife to original sharpness anytime during the guarantee period.
- Durable handle. The handle of the knife should not crack, break or come loose from the blade so that the knife is not possible to use.



**IKEA 365+ Cook's knife**  
20cm, stainless steel



**IKEA 365+ Cook's knife**  
16cm, stainless steel



**IKEA 365+ Utility knife**  
14cm, stainless steel



**IKEA 365+ Paring knife**  
9cm, stainless steel



**IKEA 365+ Bread knife**  
23cm, stainless steel



**IKEA 365+ Vegetable knife**  
16cm, stainless steel



**IKEA 365+ Chinese chopper**  
18cm, stainless steel



**IKEA 365+ Knives, set of 3**  
stainless steel

### **What is not covered under this guarantee?**

- This guarantee does not cover changes in the appearance of the knife unless they have a significant effect on function;
- This guarantee does not apply to products that have been stored incorrectly, used inappropriately, abused, misused, altered, or cleaned with 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;
- This guarantee does not cover consequential or incidental damages;
- This guarantee does not apply to bargain items, or any products without the original, copy or photo of sales invoice.

### **How does IKEA HK determine on any claim for this Guarantee?**

IKEA HK will examine the structural manufacturing defects of the products as alleged by the customer. After examination of the product and consultation with the manufacturer (as needed), IKEA HK shall determine in its sole discretion whether the product is covered under this guarantee. All decisions by IKEA HK shall be final.

### **How does this Guarantee scheme work?**

Subject to confirmation that this guarantee shall apply, IKEA HK shall in its sole discretion replace a defective product as follows:

- If the model of the product the customer first purchased is out of stock, he may choose a new product of equal value or a different model of the same category. If the customer chooses a more expensive product, the customer shall pay the difference. If the customer chooses a cheaper product, the balance will be forfeited.
- The guarantee period of the replacement product shall be the balance of the 15 years from the date of the first purchase.
- The product under guarantee must be returned to our Customer Service Counter in our stores in Hong Kong at the time of replace.

## Care instructions

### Cleaning

- Always wash the knife by hand.
- Clean and dry the knife directly after use. Doing so will help you avoid unsightly marks on the blade and also prevents any risk of bacteria spreading from, for example, raw chicken to fresh vegetables.

### Sharpening and whetting

- A sharp knife is safer to use than a blunt one. Although the knife is made of molybdenum/vanadium stainless steel, which means the cutting edge is hard and durable, you should still sharpen the knife at regular intervals (except for bread knives). Once a week is usually advisable for ordinary household use.
- The sharpener must be made of a harder material than the steel in the blades. For this reason you need to use a knife sharpener made of ceramic, a diamond coated sharpening steel or a whetstone. Never use a sharpener of stainless steel.
- If a knife has become very blunt as a result of long use without regular sharpening or carelessness, you may need to have the blade professionally sharpened to restore its edge.

### Storing and using your knife

- Avoid cutting through frozen or very hard foods (for example, bones), because this can cause the edge to bend or shards to loosen in the blade. If you cut into hard foods: Pull the knife back and forth through the food. Do not rock the knife from side to side.
- Always use a chopping board made of wood or plastic. Never cut on a surface of glass, porcelain or metal.
- Store your knife in a knife block or on a magnetic strip on the wall. Storing the knife in the right way protects the edge and prolongs the life of the knife.



**請妥善保存訂購貨品單據和付款證明 (正本/影印本/照片)。**

**Please keep all your original sales invoice by either form of original/copy/photo.**

香港宜家家居保留最終修訂此保證之條款及細則之權利。

若有任何爭議，所有條款及細則均以英文版本為準。

如有查詢，請致電 客戶支援中心熱線 3125 0888

All decisions of IKEA HK shall be final.

In the event of discrepancy, the English version shall prevail.

For enquiries, please call IKEA customer support centre hotline 3125 0888

