



宜家家居

1 December 2017

Important notice for customers regarding MALM

IKEA chests of drawers are safe when anchored to the wall. Consumers, especially those with toddlers or young children at home, are advised to ensure any chests of drawers are properly anchored to a wall. IKEA issued a recall of its MALM chests of drawers in China in July 2016, under the supervision of AOSIQ and the local CIQ.

Today, once again, we are calling on all consumers to take action to make their homes safer. IKEA has been taking several actions, and we ask our customers to take part:

- **One:** For any owner of our chest of drawers, IKEA is providing a free fixture kit – so they can fix their furniture to the wall to make it safe.
- **Two:** Customers can request an IKEA representative to come to their home to fix the chest of drawers to the wall, free of charge.
- **Three:** For customers who do not want to keep their chest of drawers, they can return their product to an IKEA store for a full refund.
- **Four:** Customers can also request IKEA to come and collect the chest of drawers from their home and receive a full refund.

Nearly two years ago, IKEA announced the "Secure it!" campaign globally, including in China, using a variety of channels, including IKEA stores and our online platform (IKEA.CN), to raise safety awareness among the public about the need to secure all chests of drawers to the wall. We have used IKEA Weibo and WeChat channels to promote our message about safe installation of our products. We continue to provide safety information as part of the assembly instructions. This information has been provided for many years. We provide restraint kits, wall attachment service, and in-store guidance to minimize the safety risks of home furniture. We have also proactively contacted customers to persuade them of the importance of wall attachment.

Product safety, especially children's safety, is a top priority at IKEA and something we never compromise on. We want our customers' homes to be safe and for customers to feel confident in our products. Meanwhile, IKEA China commits to further strengthening proactive communication with our customers.

For this reason, we are once again raising awareness of home safety and call on all consumers, especially those with toddlers or young children at home, to ensure any chests of drawers are properly anchored to a wall. We sincerely hope media will help share the important safety messages delivered today.