



## **IKEA Sales Policy FAQs**

### **What are IKEA's sales policies?**

Any customer who buys a product or service from IKEA agrees with the terms and conditions of sale outlined in this FAQ. Please note that IKEA can make changes to these conditions without the customer's approval.

IKEA considers a purchase (or sales contract) to be in effect once a customer has paid for a product or service at the store cash register or has paid an invoice. Invoices must be paid by the date on the invoice or the purchase will be cancelled by IKEA.

### **How can I buy products or services from IKEA?**

IKEA's unique shopping experience prioritizes variety of choice, high quality, and unique design at a low cost. This means that the customer is asked to do certain tasks they might not do at other stores, such as picking up the product from the store shelf, carrying it to the cash register, carrying it out to their vehicle, transporting it home, assembling and/or installing it, and transporting it back to the IKEA store where it was purchased if the customer wants to return it.

#### What methods of payment can I use?

IKEA accepts any legal form of tender, including cash, debit cards, and credit cards. If you have a question about acceptable forms of payment please call your local store.

#### Can I request a layaway or backorder?

Customers cannot request layaways for products in stock or backorders for products that are not already in stock.

### **What happens if I can't find the product I'm looking for at my local IKEA store?**

Products available for sale are usually those already in stock at an individual store. IKEA aims to provide its customers with accurate information about the in-stock availability of products at each store, but this information is intended for reference purposes only. Product availability varies and there will be occasions when recorded stock quantities do not match actual product availability.

Unfortunately, IKEA cannot always guarantee in-store product availability. If a product is not in stock, IKEA is not obliged to backorder, provide for layaway, or make any other arrangement to provide the product to the customer.

### **Can I have my purchase delivered?**

IKEA cannot deliver to your home any products purchased at the cash register in store. For products that are eligible for delivery, customers can arrange for delivery to be made to their home or another location of their choice. The arrangement and cost of delivery is the customer's responsibility. Once a product has been delivered it is considered to be owned by the customer.

If a customer has arranged for a carrier to deliver items purchased at an IKEA store, then that carrier's own delivery and responsibility policies (and not those of IKEA) will apply.

### **What if a product is too big or heavy for me to pick up and carry in store?**

Products that are too large or heavy for customers to pick up and carry from the store shelves are called "full service" products. After paying for a full service product, customers can arrange for the product to be delivered by IKEA staff to the in-store product delivery counter or to an on-site location of their choice, where the customer can pick up the product and transport it onward themselves.

If a product is not picked up by a customer within 1 week of payment, the purchase will be cancelled and the payment refunded to the customer. IKEA cannot provide layaway for any products not picked up by customers beyond this 1-week timeframe.

If IKEA was paid to deliver a product to a designated location, and the customer does not pick up the product within 1 week of the delivery date,

the purchase will be cancelled, no additional transport or layaway will be arranged by IKEA, and the payment (for the product and not the delivery) will be refunded to the customer at the in-store returns counter. Refunds will be issued according to IKEA's refund policy, for which see "What is IKEA's refund policy?" below.

### **Will IKEA help me assemble or install my purchase?**

Customers are responsible for assembling and installing the IKEA products they buy. IKEA takes responsibility for any damage caused as a result of its own actions, but has no responsibility for assembling or installing products, nor liability for damage or accidents that occur as a result of the customer's own assembly or installation. If a customer pays for an assembly or installation service, that service's own terms and conditions apply and not those of IKEA.

### **Does IKEA have a product guarantee?**

IKEA's Special Quality Guaranty guarantees that its products are free of defects (both in material and manufacturing) that might interfere with the product's ordinary use for a period of five to twenty-five years (depending on the product) from the date of purchase (the date of sale at the cash register, or the date of delivery in the case of delivered products).

### **Can I get a refund?**

Customers can return eligible products to IKEA within 365 days of the date of purchase (the date of sale at the cash register, or the date of delivery in the case of delivered products) and receive a full refund of the original purchase price under the following conditions:

1. products must be returned to the IKEA store where they were purchased
2. products must be unused
3. products must be accompanied by their original packaging, with any tags or labels (including the product barcode and serial number)
4. products must be accompanied by an original receipt (including the credit card receipt if the purchase was made using a credit card)
5. customers must present a form of government-issued ID (e.g., driver's license, passport, health insurance card, resident register card)

Products not eligible for a refund include outlet products, custom-made products, food and beverages, and products purchased for resale or profit. Unless a customer can provide written evidence to the contrary, the following actions are considered to be evidence of purchase for resale or profit:

- returning five or more of the same products, purchased at the same time or over a short period
- returning five or more of the same product at the same time or over a short period
- returning one product of the same five, purchased at the same time or over a short period
- returning products three times or more within a single year (365 consecutive days)

Payment method → Refund method

cash	cash
debit card	cash
credit card	credit card (NOTE: the same card must be used for the refund transaction, and the return must be made by the card holder)
gift card	refund card (a gift card in the amount of the refund)

**Can I get a defective product repaired or replaced?**

If a product has a material or manufacturing defect that interferes with its ordinary use during the period covered by the Special Quality Guaranty (see “What is IKEA’s product guarantee?” above), IKEA will either repair it for free (by repairing or replacing, but not assembling, the defective part), compensate for the product’s decreased value on account of the defect, or refund the original purchase price (see “What is IKEA’s refund policy?” above), within one year (365 days) of the purchase date. IKEA will choose which of these methods to adopt on a case-by-case basis.

If the defect is severe enough that the product cannot be repaired, if the part is no longer available and cannot be replaced, or if the time or cost

for repair is too great, IKEA will replace the product with an identical or alternative one.

In order for a repair or replacement to be considered customers will need to prove:

- that the defect interferes with the product's ordinary use (by showing the product or defective part to staff at the IKEA store where the product was purchased)
- that the product was purchased from IKEA (an original receipt can be used as proof of purchase)
- that the guaranty period has not expired (the date of purchase can be proven with the original receipt)

IKEA takes responsibility for any damage caused as a result of its own actions, but has no responsibility for any loss, theft, or damage to any products transported by customers themselves.

In the case of any breach of the sales contract on IKEA's part, the amount of damages to be compensated to the customer is limited to the purchase price or JPY 50,000 (whichever is greater), unless the damage resulted from IKEA's own intent or gross negligence.

### **What are my obligations to IKEA as a customer?**

IKEA asks that its customers abide by the following code of conduct. Customers should:

- take care when carrying and transporting IKEA products
- behave respectfully toward staff and other customers in IKEA stores and parking lots
- be responsible for the selection, pick-up, transport, delivery, storage, assembly, installation, and return of products
- ensure the safety of products and their environment prior to assembly or installation by:
  - confirming that the product's colour will not transfer onto other surfaces (such as floors, furniture, or fabrics)
  - confirming the durability and security of any surfaces to which products are to be attached or onto which they are to be placed (such as walls, doors, floors, or ceilings)

- use an ordinary level of care when using the product

IKEA does not assume any liability for accidents or damage resulting from the customer's actions when picking up, carrying, or transporting products, except in cases where an in-store product pick-up service has been arranged or IKEA is directly responsible for damage. The customer will be liable to compensate IKEA for any damages to IKEA products or property that result from the violation of this code of conduct.

### **What do I need to know if I have a legal dispute with IKEA?**

Any disputes between a customer and IKEA are subject to the laws of Japan and fall under the authority of the Tokyo District (Summary) Court or Osaka District (Summary) Court. Please contact your local authorities if you have legal questions or concerns.