

Kindly note that this Sales Order will be cancelled if payment is not made on the date of Sales Order.

## TERMS & CONDITIONS

1. If you buy with us in store, these general terms and conditions ("T&Cs") will provide you with the relevant information relating to the picking, delivery and assembly services ("Services"). T&Cs for in-store purchases may vary depending on the store you visit. We have other important terms (available on [www.ikea.com.my](http://www.ikea.com.my)) that you should read including our Privacy Policy and Returns Policy ("Policies").
2. Picking services stated in this Sales Order will be provided by IKEA Malaysia. All delivery and assembly services stated in this Sales Order will be provided by independent service provider(s) ("Service Providers") appointed by IKEA Malaysia. Please note that there are 3 separate sets of T&Cs in this document i.e. IKEA Malaysia's T&Cs, Service Providers T&Cs and Common T&Cs of IKEA Malaysia and Service Providers.
3. Personal information, such as your contact details, that you provide to us during the order process will be collected and used by us in accordance with our Privacy Policy and the Personal Data Protection Act 2010.
4. You are fully responsible for ensuring that all information on this Sales Order is accurate and complete before making payment.
5. All rates quoted are inclusive of 6% GST, unless otherwise stated.
6. If you wish to add more products to this Sales Order, please approach a Sales co-worker at any I-counter on the Sales floor prior to making any payment.
7. These T&Cs and our Policies may be amended by us from time to time without prior notice therefore please check these before making any purchase.

### PICKING SERVICES

8. Picking service must be combined with delivery service. Only furniture products are eligible for picking service.
9. Picking fee is applicable per Sales Order only, it cannot be applicable for multiple Sales Orders that are combined.
10. If you purchase additional products after payment is made, you will be issued with a new Sales Order and will incur a new Picking fee.
11. Orders with Picking service cannot be delivered on the same day of purchase.
12. The Picking fee is non-refundable under any circumstances.

### SERVICE PROVIDERS T&CS

#### DELIVERY SERVICES

13. The Delivery fees are based on delivery of one order to a single property or address within Peninsular Malaysia. Promotional delivery fee will apply at Service Provider's discretion and may be withdrawn at any time before the booking is confirmed.
14. The Service Providers will try their best to meet the delivery date and timeslot, however there may be times where the Service Providers are unable to do this and your confirmed delivery date and timeslot will be different.
15. You shall inform us and/or the Service Providers of any delivery restrictions or difficulty in accessing your property when you place a Sales Order and ensure that the relevant permissions are obtained from the building/residential management prior to the scheduled delivery. If the Service Providers are unable to deliver on the confirmed delivery date and timeslot, a Re-Attendance fee shall apply for the next delivery attempt.
16. On delivery, it is your responsibility to examine the products, check the condition of the packaging and ensure that the correct number of packages has been delivered and you will be asked to sign the proof of delivery to confirm this. If there are any issues, you should detail this accordingly on the proof of delivery. Missing products will be re-ordered and damaged/incorrect products will be returned and replaced and delivered free of charge only if you highlight it on the point of delivery. If you refuse to sign the delivery document, this will be taken as refusal to accept delivery.
17. Please make plans to be available to accept your delivery. If you are not, there must be a person aged 18 years and above that is capable of receiving delivery on your behalf, and you agree that we can rely on their instructions as if they were your own. The Service Providers are not permitted to leave any products that have not been signed for. In the event of an unsuccessful scheduled delivery, a Re-Attendance fee shall apply for the next delivery attempt.
18. No lift access fee will apply if there is no lift access at the delivery address which is located in a building from 3rd floor onwards. This service is applicable up to the 5th floor only. Service fee shall be paid directly to our service providers.
19. In the event of any unforeseen circumstances (such as lorry breakdown, traffic accident, major traffic delays or severe weather) the Service Providers will do their best to contact you to rearrange an alternative delivery date and timeslot.

#### ASSEMBLY SERVICES

20. Our assembly safety measure requires that all free-standing furniture products that come with tip-over restraints MUST be secured to the wall to make your home a safer place.
21. Drilling fees will be applicable for products that require wall-mounting. Service fee shall be paid directly to our Service Providers. Our Service Providers are not obliged to perform drilling service for products that are not purchased from us.
22. Electrical and plumbing works are not included in the scope of assembly services.
23. There will be a call-out fee if you decide to engage assembly service after delivery has been completed. The assembly service will be charged separately at prevailing rates.

#### CHANGE/CANCELLATION

24. For any cancellation of Services, please contact us at +603 7952 7575. Please note however there will be no refund of the delivery and/or storage fees (if any) for cancellations made less than 2 days prior to the scheduled delivery and/or call out appointment.
25. The Service Providers will try their best to meet the new delivery date and timeslot that you have requested for, however there may be times where they are unable to do this and your confirmed delivery date and timeslot will be different. Please also note that any change/cancellation will result in you incurring additional delivery fees.

#### DELIVERY RESTRICTIONS

26. The Service Providers are unable to deliver perishable products (including live plants).
27. Before the delivery, please ensure that there is sufficient access and space and that any staircases and lifts providing access are suitable for the delivery. Please move objects which could be damaged during the delivery, such as lights, vases, pictures etc and ensure there is sufficient space in the property for delivery and assembly.
28. Every effort will be made to deliver the products to your place of choice, provided it is safe and practical to do so. However, if the Service Providers believe it is unsafe to deliver the products or is likely to cause damage to the products or to the property, they will let you know and if you still decide to proceed with the delivery, we will not be liable for any damage caused to the products or the property.
29. The Service Providers are not permitted to and will not: remove doors, windows, door frames etc. in order to complete the delivery or carry any specialised lifting equipment. You must arrange this before the delivery takes place. The Service Providers will not unpack or assemble delivered products or remove any packaging unless you have placed an order for assembly services. If you are concerned about possible damage to property (e.g. flooring etc), please make sure you cover the property (e.g. flooring etc) with protective sheets.
30. Our Service Providers may require As-Is products that are too bulky to be dismantled before it is delivered. You may either dismantle it yourself or pay a dismantling fee to the Service Provider to do it. Assembly fees will apply if you want the Service Provider to re-assemble the products upon delivery.

#### COMMON T&CS OF IKEA MALAYSIA AND SERVICE PROVIDERS

#### OUR LIABILITY

31. To the extent permitted by law and unless not expressed excluded under these T&Cs, the Service Providers and us shall not be liable to you for any indirect, consequential, collateral, special or incidental loss or damage suffered or incurred by you in connection with these Services. Indirect or consequential loss or damage includes, without limitation, loss of revenue, profits, anticipated savings or business, loss of data or goodwill, loss of use or value of any equipment, claims of third parties, and all associated and incidental costs and expenses.
32. Where our liability and/or the Service Providers' liability is not expressly excluded under these T&Cs or under any applicable law, subject to satisfactory proof, our liability and the Service Providers' liability to you for a claim in connection with any Service shall be limited to a maximum amount of the fees payable by you in the Sales Order.
33. You acknowledge that Delivery and Assembly services are performed by the Service Providers. By engaging the services of the Service Provider through us, **you agree that a separate contract between you and the Service Providers only shall be deemed to have been formed and that any claim you may have in relation to Delivery and Assembly services shall be made solely against the Service Providers only** and not against us.
34. Where you buy as a consumer, these T&Cs and the Returns Policy will not affect your rights under law which cannot be otherwise excluded.
35. For delivery of products from As-Is, there will be no replacement or refund for any unsatisfactory products.

#### EVENTS BEYOND OUR REASONABLE CONTROL

36. We will not be responsible for any delay or failure to comply with these T&Cs or the Returns Policy if the delay or failure arises from any event which is beyond our reasonable control. Such events would include (but are not limited to) fires, floods, earthquakes, storms, natural disasters, war, civil unrest, acts of terrorism or malicious damage to or destruction of our premises, equipment or goods.

#### INVALIDITY

37. In the event that one or more of the terms set out in these T&Cs or in the Returns Policy is held to be invalid, illegal or unenforceable by a competent authority, it will be deemed modified to the minimum extent necessary to make it valid, legal and enforceable and the remaining terms shall continue to be valid and enforceable.

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#### IKEA DAMANSARA

**No.2 Jalan PJU 7/2, Mutiara Damansara, 47800 Petaling Jaya, Selangor Darul Ehsan  
customerservice.ikeamy@ikano.asia | Tel: +603 7952 7575 | [IKEA.my](http://IKEA.my)  
Company Reg No: 1074617-K | GST Reg No: 000115154944**

**Opening hours:** Mon - Thurs: 9.30am - 10pm  
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32. Where our liability and/or the Service Providers' liability is not expressly excluded under these T&Cs or under any applicable law, subject to satisfactory proof, our liability and the Service Providers' liability to you for a claim in connection with any Service shall be limited to a maximum amount of the fees payable by you in the Sales Order.
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#### IKEA CHERAS

**No. 2A Jalan Cochrane, Taman Maluri, 55100 Kuala Lumpur, Malaysia  
customerservice.ikeamy@ikano.asia | Tel: +603 7952 7575 | [IKEA.my](http://IKEA.my)  
Company Reg No: 1074617-K | GST Reg No: 000115154944**

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