

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) that you should read including our Privacy Policy and Returns Policy ("Policies").
2. All delivery and assembly services stated in this Sales Order will be provided by independent service provider(s) ("Service Providers") appointed by IKEA Malaysia.
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.
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.

DELIVERY SERVICES

13. The Delivery fees are based on delivery to a single property or address within Peninsular Malaysia. Promotional delivery fee will apply at our discretion and may be withdrawn at any time before the booking is confirmed.
14. Storage fee will apply if you select a delivery date that is 7 days after the Sales Order date.
15. We will try our best to meet the delivery date and timeslot, however there may be times where we are unable to do this and your confirmed delivery date and timeslot will be different.
16. You shall inform us 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 we are unable to deliver on the confirmed delivery date and timeslot, a Re-Attendance fee shall apply for the next delivery attempt.
17. 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.
18. 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. Our 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.
19. For delivery of products from As-Is, there will be no replacement or refund for any unsatisfactory products.
20. No lift access fee of RM80/person will apply to the delivery fee if there is no lift access at the delivery address which is located in a building from 6th floor onwards.
21. In the event of any unforeseen circumstances (such as lorry breakdown, traffic accident, major traffic delays or severe weather) we will do our best to contact you to rearrange an alternative delivery date and timeslot.

ASSEMBLY SERVICES

22. 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.
23. There will be a call-out fee of RM60 (available only within Klang Valley) 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](tel:+60379527575). Please note however there will be no refund of the delivery and/or storage fees (if any) for cancellations made less than 24 hours prior to the scheduled delivery and/or call out appointment.
25. We will try our best to meet the new delivery date and timeslot that you have requested for, however there may be times where we are unable to do this and your confirmed delivery date and timeslot will be different.
26. Please also note that any change/cancellation will result in you incurring additional delivery fees and you may also incur additional storage fees (if the new delivery date is 7 days after the Sales Order date).

ADDITIONAL OR VARIATION WORKS

27. Please note that any additional and/or variation works (which includes any actions or omissions requested by you that deviates from the Sales Order) that are agreed between you and the Service Provider which fall outside or varies the scope of this Sales Order will form a separate contract between you and the Service Provider and any payments (if any) for these additional and/or variation works are to be paid directly to that Service Provider. We shall have no responsibility or liability for such contracts or works completed as a result of such additional and/or variation works.

DELIVERY RESTRICTIONS

28. We are unable to deliver perishable products (including life plants).
29. 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.
30. 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 our 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.
31. Our Service Providers are not permitted to and will not: remove doors, windows, doorframes etc in order to complete the delivery or carry any specialised lifting equipment. You must arrange this before the delivery takes place. Our 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.

OUR LIABILITY

32. To the extent permitted by law and unless not expressed excluded under these T&Cs, we 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.
33. Where our liability is not expressly excluded under these T&Cs or under any applicable law, subject to satisfactory proof, our 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.
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.

EVENTS BEYOND OUR REASONABLE CONTROL

35. 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

36. 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.

DISPUTES

37. In the event you have a complaint regarding a product or service purchased from IKEA, please contact us at [+603 7952 7575](tel:+60379527575) or customerservice.ikea.my@ikano.asia.

GOVERNING LAW

38. This T&Cs is governed by Malaysian law and is subject to the exclusive jurisdiction of the Malaysian courts.

Please visit www.ikea.com.my for Bahasa Malaysia version of Terms & Conditions.