



General selling terms for IKEA homeshopping service

- Home shopping service covers only furniture items and kitchen items sold in this catalogue. This service does not cover accessories such as kitchen accessories, tableware, frames, lighting, plant pots, textiles, rugs, small storage, and so on.
- Products in this catalogue are described with the utmost exactness. Some specifications are subject to change. Moreover, errors and omissions are always possible and IKEA cannot be held responsible, upon discovery of any error or omission. All reasonable steps will be taken to inform IKEA customers.
- IKEA guarantees, under conditions of correct use, without time limit, against any manufacturing defect, provided it has been notified immediately after appearance.
- In accordance with the regulation, you have a 7-day cooling off period and an unconditional right to either cancel or change your order, starting the day after you receive your goods. No fees will be charged. After this period, 20% of the installment will be retained for changing custom orders on sofas and kitchen countertops, and 10% for all other items.
- If you're not satisfied with your purchase, you may return the item unused, in its original packaging, at your own cost, within 30 days after delivery (except for custom orders). The 90 day return policy applies for IKEA family card holders.
- Your goods will usually be delivered within 2 weeks if they are available and unless you hear to the contrary. If the announced delivery time does not suit you, you may cancel your order.
- Your order is delivered at the delivering address. If the items cannot be taken into your home because of the limited space or because of difficult delivery conditions (truck access, stairs, lift), the carrier could subordinate the delivery to the payment of additional fees by the customer. Moreover if the customer misses the second scheduled delivery, the order will be returned to IKEA.
- It is imperative that you make a claim of any damage or defect immediately upon delivery by noting the problem on the carrier's Bill of Lading. Please verify that the correct item and number of packages have been delivered. You must also notify IKEA within 72 hours. Expressed reservations such as "subject to unpacking" or "subject to checking" make all complaints inadmissible.
- Prices in this catalogue are guaranteed until 15/8/2005 unless of a change in the VAT rate. Any such change could be reflected on our sale prices.
- We can provide more ordering forms on request.