

IKEA FAMILY TERMS AND CONDITIONS

Welcome to IKEA Family, where home ideas are brought to life, your way!

They say you can't choose your family, but everyone is invited to ours! Whether you're taking on the DIY project of your dreams or just want to feel happier in the space you call home, IKEA Family is here to give you a helping hand. Let's bring your ideas to life.

1. Who are we?

We are Ingka Group, a franchisee of Inter IKEA Systems B.V., operating digital and physical IKEA sales channels across the world. You can read about us more at www.ingka.com.

The Ingka Group companies that are a party to these Terms and Conditions are:

IKEA Belgium N.V./S.A. a Belgian limited liability company

Company registration no BE 0425 258 688

Weiveldlaan 19, B-1930 Zaventem, Belgium

and

Ingka NB AB

a Swedish limited liability company registered with the Swedish Companies Registration Office (Sw. *Bolagsverket*) under number 559487-7051

Registered address at Älmhultsgatan 2, 215 86 Malmö, Sweden

VAT number SE559487705101

2. The legal bits

When you create an IKEA Family Account you enter into an agreement with IKEA.

These terms and conditions ("**Terms and Conditions**") form a legal agreement between you (we will refer to you as the "**user**" or "**member**") and (i) IKEA Belgium NV, Weiveldlaan 19, 1930 Zaventem Belgium ("**IKEA Retail**") and (ii) Ingka NB AB ("**INBAB**").

IKEA Retail and INBAB offer IKEA Family and provide the IKEA Family account together and are hereinafter referred to as "**IKEA**", "**we**", "**us**". However, each of the entities above has distinct responsibilities and liabilities under these Terms and Conditions, and this will be made clear from the context in which they are used in these Terms and Conditions.

IKEA Retail is solely responsible for:

- retail sales of products and services via the following channels: store, retail web and retail app, selling via the IKEA customer support, and
- all thereto connected IKEA Family services, benefits and rewards except for the Marketplace (see below).
- content moderation for retail sales reviews,
- handling of any complaints regarding the retail sales of products and services including functioning of the IKEA Family Account,
- handling of complaints regarding the IKEA Family services, benefits and rewards except for the Marketplace (see below).

INBAB is solely responsible for:

- the operations and services provided via our second-hand product marketplace (<https://secondhand.ikea.com/be/en> "Marketplace") and acts as the sole provider of this Marketplace,,
- content moderation of the Marketplace,
- handling of complaints regarding the operations of and services provided through the Marketplace.

This means that IKEA Retail is not responsible for the operations of or service provided through the Marketplace and that there is no contractual relationship between you and IKEA Retail for your use thereof.

These Terms and Conditions govern your use of your IKEA Family account (the "**Account**") and thereto connected services, benefits and rewards. All activities connected to your Account (and your IKEA Family membership card whether digital and/or physical) are governed by and provided in accordance with these Terms and Conditions, so please make sure that you read through before you sign up.

You have right to withdraw from the agreement on your participation in IKEA Family – the detailed information on the above right is included in Appendix 1 to these Terms and Conditions.

We reserve the right to update and modify IKEA Family from time to time, including the services, benefits and rewards as well as these Terms and Conditions for valid reasons, such as changes in the provisions of law, service scope adjustment, technical updates, or other important operations if applicable to these Terms and Conditions. We will notify you at least thirty (30) days before any such changes become effective and none of these changes will affect your preexisting rights. If you do not wish to accept the changes, you must stop using IKEA Family before the effective date of the changes, which you may do without incurring any costs. Any use of IKEA Family after the effective date shall be deemed to constitute acceptance by you of the amended Terms and Conditions.

3. **Contacts and complaints**

We'd love to hear from you! Here are some ways you can contact us.

If you have feedback, comments, complaints or questions regarding IKEA Family and the services, benefits and rewards (except for the Marketplace), your Account or these Terms and Conditions, please contact IKEA Retail customer service online via : [Contact us - IKEA - IKEA](#) - or by phone +32 2 719 19 19 for Belgium or +352 2 700 12 70 for Luxembourg.

If you have specific questions, comments or complaints in relation to the use of the Marketplace please contact INBAB via the support chat on the Marketplace secondhand.ikea.com/be/en/customer-support/.

When filing a complaint, please provide your first and last name, address, the reason for the complaint and preferred contact method. We will respond to your complaint within 14 days of its receipt.

4. The IKEA Family Account

The IKEA Family Account is available to individuals that are 18 years or older and is for personal use only. You are responsible for all activities on your Account.

To join IKEA Family, you must be at least 18 years old, be resident in Belgium or Luxembourg and have a valid email address that your Account will be tied to. The email address needs to be validated within seven (7) days. The Member will receive an email directly after the creation of their Account in order to verify their email address. If the email address is not verified, IKEA reserves the right to delete the Account. The holder of the Account must also be the holder of the verified email address; otherwise, IKEA reserves the right to delete the Account.

IKEA Family is intended for private use only, so you are not allowed to create an Account on behalf of a company (we invite companies to join our IKEA Business Network instead). We only allow you to have one valid Account at a time and your Account and connected IKEA Family membership card (whether digital and/or physical) are personal and you cannot transfer it to another person. If the application is illegible (if you use a physical form) or otherwise incomplete, we may not be able to register you as an IKEA Family member. The membership is free of charge.

The physical card (if you have one) is the property of IKEA and if you lose it you must immediately report it to Privacy.belgium@ikea.com. The IKEA Family membership card is not a payment card.

We trust you to keep your email address, contact details and communication preferences up to date and you can update your information at any time by logging into your Account. You are responsible for all activities that occur on your Account and for maintaining the confidentiality of your password.

Creating an Account means that we will collect and process your personal data. Please read the IKEA Family Privacy Notice for more information.

You are responsible for all User Content (as defined below in section 7 below), including reviews, published listings and any actions that happen under your Account as well as for all products listed sold and transferred by you to buyers on the Marketplace. IKEA is not responsible for any dispute or claim that you may have relating to another user of the Marketplace nor for any tax liabilities or reporting obligations that may apply to you as a user of the IKEA Family services, benefits or rewards.

Only purchases made in Belgium can be connected to the IKEA Family Account

5. Services, benefits and rewards

When you're a member of IKEA Family, you get the tools, support, and benefits you need to make your home improvement plans a reality. To make sure you never miss out on your instant benefits and rewards, always remember to log in or scan your IKEA Family membership card at check-out.

We offer a great variety of services, benefits and rewards to our Family members and we are constantly working on new services, incentives and offers to be added to IKEA Family. To enjoy all of this, you must identify yourself as an IKEA Family member and you can do this in the following ways: in our stores you can use your IKEA Family membership card – digital or physical - or identify with your phone number. On our website ikea.com/be on the Marketplace and in the IKEA app you identify by logging in to your Account with your email address and password (or other available log-in options that may be offered from time to time).

Please keep in mind that the IKEA Family services, benefits and rewards may change over time and are subject to availability. Such changes will not affect your preexisting rights. Current and up-to-date IKEA Family services, benefits and rewards are always made available on our website. Benefits communicated individually (including tailored offers) may be available only to selected members based on certain individual criteria established by IKEA (e.g. interests). Individually communicated benefits are non-transferable unless otherwise stated. Here are some key benefits that may be available to you as an IKEA Family member:

A. Member discounts

From time to time, we will offer member discounts on certain items, product categories, services or food. The discounts are time limited offers for which specific conditions may apply, and they are always subject to availability. These offers do not apply to items in our Second chance section in store.

B. Free hot drink

We offer all IKEA Family members a daily free hot drink (tea or coffee) everyday in the IKEA restaurant (excluding bistro).

C. Just-in-case protection

We know that things can go wrong. If your new IKEA product is damaged when you bring it home or during assembly, we will take it back or replace the damaged component(s), provided that you return the product within 14 days from the date of purchase. The just-in-case protection doesn't apply to damage caused by a third-party transportation company or third-party assembly service provider. It only applies to purchases that you have made as an identified IKEA Family member. This protection is without prejudice to your statutory rights (like warranty claims and protection against faulty goods, if applicable).

D. Invitation to workshops, events and previews;

From interior design workshops to previews of new collections. During IKEA Family events and workshops, we share our knowledge and skills in home furnishing.

E. 10% extra on buy back services

As an IKEA Family member, you receive an additional 10% compensation when you return your old IKEA furniture

F. Free cake for birthday

As an IKEA Family member, you enjoy a special gift in your IKEA Restaurant on your birthday

G. Exclusive access to Birthday parties

Celebrating your child's birthday with us is possible thanks to your IKEA Family card. At the same time, you support our 'Welcome Home' programme, which helps the most vulnerable single-parent families

H. Småland loyalty cards

IKEA Family members get one stamp per child playing in the Småland, with a maximum of one stamp per child per day. Multiple children from the same family can save together on one

loyalty card. When the loyalty card is complete (five stamps), the child is entitled to a gift. The gift may vary by store and over time. A maximum of one gift will be given per full loyalty card.

I. Digital receipts

When you make a purchase from IKEA Retail as an identified IKEA Family member, we will store the digital receipt and your transaction history for a minimum of three (3) years from the date of your purchase. While we wish we could promise that we will always have your receipts, we know that there may be technical failures affecting the traceability of the digital receipts (this will not affect your preexisting rights under IKEA Family). Nevertheless, we encourage you to maintain adequate proof of purchase. We also store receipts for purchases made in our restaurants, cafés, bistros, Swedish Food Market or for unpaid orders.

J. Rewards from IKEA Family

As an IKEA Family member, you collect points with your IKEA purchases that you can use to choose a reward. To enjoy points, you must have an active Account with the possibility to login on our website. Please note that you cannot collect IKEA Family points on purchases that you make as a member of the IKEA Business Network, as you cannot benefit from both programs at the same time.

a) How do I collect points?

You collect points on all your purchases from IKEA Retail in the country where you reside (currently, it is not possible to collect points if you shop with IKEA in another country), whether you buy products or services, online or in physical stores, and when you shop in our restaurants and the Swedish Food Market. The only purchases that don't entitle you to points, are gift card purchases, purchases made on the Marketplace and purchases made as an IKEA for Business member (as explained above you need to choose whether the purchase should be registered with your Account or your IKEA Business Network Account). You can also collect points on a weekly basis by interacting with IKEA in any of the following ways:

- Logging in to your Account on the web or app : 1 point
- Creating a wish list and saving it on your Account : 2 points
- Create a gift registry : 2 points
- Share a gift registry : 2 points
- Create and save a design with a kitchen planner : 5 points
- Registering for and attending an IKEA event (not limited to once a week); 20 points
- Book and attending planning appointment: 25 points

Please note that you can only receive points for these interactions once a week for each type of interaction. As an example, you may log in to your Account several times in the same week, or create several wish lists, but you will only receive points the first time you login and for the first wish list you create. When it is Monday again you can receive new points for the same type of interaction.

You can earn points once, when you create an account : 5 points

Detailed information about the exact number of points that can be collected on purchases and interactions can be found on your Account, through our website or app. IKEA Retail reserves the right to change the number of points that can be collected for purchases and interactions as

well as to change the interactions and purchases that allow members to collect points. Information about such changes will be found on your Account. These changes will not affect your preexisting rights.

To earn points for purchases and interactions online, you must be logged in to your Account; and for purchases and activities in the store, you must present a physical or digital IKEA Family membership card or identify yourself as a member in another approved way (e.g. through your phone number). If you don't identify yourself in a purchase or interaction, you will not be able to do so later, even if you have a receipt or other evidence of the purchase or interaction. The identification is important since, for technical reasons, it is not possible for us to assign points to IKEA Family members who were not identified at the time of purchase or interaction.

You earn one reward point for every 5 EUR that you spend.

| Spend amount (local currency) | Points collected |
|--------------------------------------|-------------------------|
| 5€ - 9,99€ | 1 |
| 10€ - 14,99€ | 2 |
| 15€ - 19,99€ | 3 |
| 20€ - 24,99€ | 4 |
| 25€ - 29,99€ | 5 |
| etc (no limit) | etc (no limit) |

If you earn points for a purchase, but then return the purchased item(s), we will deduct points from your point balance, based on the value of the returned item(s). If you return purchased items from different purchases, the deduction of points will be considered using the total amount of the return. If you return an article that had a product reward applied in the purchase, you will not be refunded that part of the reward.

You earn one point for every 5€ that you spend, which means that you may end up with fewer points if you make a purchase and then return one of the purchased items, compared to if you had made the same purchase without this particular item. The return of an item could also lead to a negative point balance on your IKEA Family Account. Please note that in case of a negative point balance, IKEA will not make any claim against you, nor are there any obligations associated with it. Points are not refundable or transferable and cannot be exchanged for money. They can only be used as exchange for various rewards that are made available through IKEA Family. Points are valid during a period of 18 months from the date the point is granted to your Account. After this date the points will automatically expire, but don't worry – we will remind you several times to make sure you can spend them before they expire).

You can see how many points you have collected, the expiration date of your points as well as the available rewards, on your Account. Points will appear on your Account at the latest 48 hours after completing a purchase or interacting with the IKEA tools and services. Please note that the purchase is not complete until all products in your order have been delivered to you.

b) How can I use my points?

When you have collected enough points and those points have been registered on your IKEA Family Account (which can take up to 48 hours), the rewards will automatically unlock so they can be chosen in your IKEA Family Account. If you find a reward that you like (and assuming you have enough points) you can choose to redeem the reward. The required number of points will

then be subtracted from your point balance, and you will receive an email with a code confirming your choice. After selecting the reward, it will not be possible to return it and receive the corresponding points again.

You can use the voucher code on our website, in the IKEA app, in-store or by contacting the Customer Support Centre. Only one voucher code can be used online and in the IKEA app. However, multiple codes/rewards can be used in-store and when contacting Customer Service. The voucher can only be used once, and will expire if it is not used within thirty (30) days from the day it was redeemed. This means that the voucher is forfeited as soon as it has been used and unfortunately, for technical reasons, this will apply even if the order is later cancelled by you.

c) *What different rewards can I have?*

Below are some examples of rewards that you can choose with your points:

| Possible rewards | Points needed |
|---------------------------|----------------------|
| 2,99€ off Click & Collect | 30 points |
| 5€ off delivery | 50 points |
| 15€ off delivery | 150 points |
| 30€ off delivery | 300 points |
| 50€ off delivery | 500 points |
| 5€ off on IKEA Food | 50 points |
| 10€ off on IKEA Food | 100 points |
| 15€ off on IKEA Food | 150 points |
| 5€ off products | 50 points |
| 10€ off products | 100 points |
| 25€ off products | 250 points |
| 50€ off products | 500 points |
| 100€ off products | 1 000 points |

The rewards available may change over time based, among other reasons, on availability of products and services in our stores but also on customer interests and needs. This means that we cannot guarantee that a specific reward is available at the time you wish to use it. Currently available rewards and the number of points required for each of them, as well as the instructions for choosing and selecting a reward, are available in your Account. Once the points have been used to select a reward, they will no longer be available in your Account and the reward cannot be refunded or returned. Points can only be used to redeem rewards and cannot be used as partial payment for the purchase of items or services. IKEA Family rewards do not apply to local express deliveries.

K. The Marketplace

a) *What is the Marketplace?*

All IKEA Family members are invited to use the online marketplace for second-hand IKEA products, made available at secondhand.ikea.com and operated by INBAB (the “**Marketplace**”). IKEA Retail is not responsible for the provision of any services on the Marketplace or its operations.

The Marketplace is provided as a service to IKEA Family members and is a place where IKEA Family members interested in buying or selling genuine second-hand IKEA furniture and home furnishing accessories (not counterfeit or replica items), with the exception IKEA Food products, home appliances (such as refrigerators, ovens and air purifiers) and mattresses (the “**Products**”), can connect and make transactions. All Products must be safe and in usable condition (i.e. fit for the purposes for which goods of the same type would normally be used). When using the Marketplace, buyers and sellers enter into a contract for the sale and purchase of Products directly between themselves, and neither INBAB nor IKEA Retail is a party to such sale or purchase.

b) Selling an item on the Marketplace

You can sell any Product on the Marketplace with the exception of Products that have been subject to a product recall. Information about dangerous products in Belgium can be found on [Prohibited Appliances | FPS Economy](#). You are not allowed to use the Marketplace to sell non-IKEA products, and you can only list products that you actually own or have a right to sell.

If you want to list a Product for sale, you should use the search catalogue available on the Marketplace and type in the name of the product or use the image search. After choosing the product from the list, you must upload at least two photos of the Product and answer a series of brief questions about the condition, quality and appearance of the Product (including any defects or alterations). Make sure that your photos accurately represent your Product and that you give true answers to the questions. If your listing is somehow misleading, this may trigger the Buyer Protection (see subsection d) below) and the buyer may be entitled to a refund. Certain information from the IKEA product catalogue will be automatically added to your listing such as product measurements, product description and sometimes product materials and care and assembly instructions. If you cannot find the product in our catalogue, it could be because you have an old IKEA product that is not in our digital library. If this is the case, you will have to create a custom item listing which will be subject to manual review.

All photos uploaded must comply with the following requirements:

- The IKEA Product must be in focus and represented as accurately as possible.
- The photos must clearly show all Product defects or damages.
- Avoid including non-IKEA products in the photos
- Do not include people in the photos
- Do not include abusive substances in the photos such as alcohol, cigarettes etc.
- Do not include religious or political messages in the photos such as big signs, posters or symbols.

You also need to provide information on where the Product can be picked up. This can be your home, a public place, outside of the nearest IKEA store (e.g. parking) or somewhere else that you find suitable. Unless you actively propose another pick-up address, the buyer will see the address that you have registered on your IKEA Family Account. INBAB does not participate in any pick-up arrangements between the buyer and the seller.

All listings are reviewed by the automatic moderation system on the Marketplace to verify compliance with these Terms and Conditions. If the content is flagged by the system, a human moderator will review the listing and will contact you via the Marketplace chat function (with an email notification sent to your email address) to explain the issue and the required corrections. You will be asked to update the listing via the Marketplace chat function after which it will be reviewed by the moderator. You will have thirty (30) days to update the listing. If you fail to

update the listing within the given timeframe and/or your updated listing is not in line with the above requirements, the moderator will remove the listing. Non-approved listings that remain unresolved will be permanently deleted from the system on a monthly basis (30 days from their submission).

The Marketplace will generate an automatic price recommendation for your Product based on a fair value, considering things such as the condition and quality of the Product and the original retail price for the Product. You can choose to use the recommended price or set your own. Please keep in mind that INBAB makes a price *recommendation* and that there may be buyers who are willing to pay more, or less, for your Product. Please note however that the maximum price that you can apply to your Product is EUR 1,995. There is also the option of giving your Product away for free, which means you will not receive any financial compensation for your Product.

As long as a buyer has not reserved your listed Product by paying for it, you can withdraw your listing at any time. The price is agreed between yourself and the buyer without any involvement from INBAB.

When the buyer has reserved the Product, the payment is held by our payment service provider until the Product has been picked up by the buyer, and for an additional period of 48 hours from the moment the buyer confirms – by clicking the “accept” button (or similar) in buyer’s Account. By clicking the “accept” button, the buyer confirms that the Product has successfully been picked it up or received from the seller.

After the expiry of the 48 hours, the payment will be released to you and will appear in your cash balance (e-wallet) on the Marketplace. If, within the 48 hours, the buyer initiates a refund request, the release of the payment will be suspended until INBAB decides on the refund request – the detailed rules regarding the Buyer Protection procedure are found in the specific Buyer Protection Policy available [here](#)

The buyer has access to a “cancel” button within the Marketplace, which can be used to cancel the purchase at any time before the Product has been accepted (i.e. before clicking the accept button). This option is available if, for example, the buyer is unable to arrange a pick-up with you. As a seller, you don’t have a cancel button. However, you may contact the Marketplace customer support to request cancellation of the purchase. This may be needed if, for example, you have already sold the Product on another marketplace or if the buyer fails to pick-up the Product.

If, the buyer fails to confirm the receipt of the Product, you should contact the Marketplace customer support and they will remind the buyer to confirm the acceptance of the Product on the Marketplace. If you don’t contact customer support to request the payment to be released, the payment will automatically be refunded to the buyer after ninety (90) days.

As a seller, you will receive the payment to your Marketplace account balance (e- wallet). Whenever you want, you can request the total balance of your e-wallet to be paid out to you, either through a bank transfer of the full amount, or with a 15% top-up in the form of an IKEA digital refund card. The IKEA digital refund card is only available as an option if the value of your e-wallet is below €2.500 Please be aware that you cannot split the payout and that your total e-wallet account balance will be paid either as a bank transfer or as a digital refund card.

If you choose bank transfer, our payment service provider will require certain KYC (know-your-customer) information from you before they can make the first pay-out (please see more information in Section f of these Terms and Conditions). You may be requested to provide such information on a regular basis to the payment service provider. If you choose the digital refund card it will be sent to the email address that you have used to register your IKEA Family Account and can be used in IKEA stores and on [ikea.com](https://www.ikea.com) but not for purchases on the Marketplace. Please also note that if you go for the digital refund card option, this will be considered as a separate purchase from INBAB and is subject to your statutory withdrawal right. If you wish to exercise this right, you must contact the Marketplace customer support within fourteen (14) days, and your cash refund will correspond to the purchase price, excluding the 15 % top-up. The detailed terms and conditions for the use of the digital refund card (e.g. expiration date and territory restrictions) are available here [IKEA Gift Card - IKEA](#).

c) Buying an item on the Marketplace

To purchase a listed item, you add the Product to the cart, proceed to checkout, select a payment method and complete the payment. The Product is then reserved for you and the payment is held by our payment service provider, as a buyer protection measure, while you arrange for pick-up with the seller. INBAB is not responsible for arranging any shipping or delivery of your purchased Product. The payment is released to the seller 48 hours after you have clicked the accept button for the Product in your Account. Clicking the accept button means that you confirm that you have successfully picked up the Product or received it from the seller. You must accept the Product in your Account as soon as you pick it up. The seller may ask you to do so in connection with handing over the Product to you.

You can use the bidding functionality to propose another price than the price offered by the seller. A bid is only valid for twenty four (24) hours and only becomes binding when it is accepted by the seller.

For each transaction, you will pay the following:

1. Purchase price of the Product (or the price agreed with the seller if the bidding functionality is used);
2. Shipping costs (if any); and
3. The Buyer Protection fee equal to 5 % of the purchase price.

Keep in mind that you are not purchasing anything from neither INBAB nor IKEA Retail, but from another IKEA Family member acting as a consumer. This means that consumer protection legislation doesn't apply and that you have no legal right to return the Product and get a refund under applicable consumer protection legislation. The statutory right to withdraw from a distance sale contract doesn't apply to transactions between consumers.

d) Buyer Protection

INBAB offers buyer protection services on all purchases, which is a purchase support designed to give buyers peace of mind when shopping (the "**Buyer Protection**"). Information on how the Buyer Protection works is set out in the specific Buyer Protection Policy which is available [here](#)

Buyer Protection is a mandatory feature of the Marketplace. It means that all transactions are covered by Buyer Protection, with the exception of Products that a seller chooses to give away for free. Please be aware that if a seller and a buyer make payment arrangements outside of the Marketplace, they will not enjoy the benefits of the Buyer Protection. The buyer protection fee (5% of the agreed Product price) is automatically added on all purchases and includes:

- **Listing reviews:** INBAB ensures that only authentic IKEA Products in usable condition are listed for sale on the Marketplace.
- **Seller verification:** The Marketplace is exclusive to IKEA Family members.
- **Secure payments:** All payments go through our payment service provider, which limits the risk for fraud and scams. The payment service provider holds the money for an additional 48 hours from the moment the buyer has accepted the item in the buyer's Account.
- **Dispute resolution and refund:** It is the buyer's responsibility to thoroughly inspect the Product when picking it up. However, if for any reason – and within 48 hours from clicking the “accept” button – the buyer later discovers that the Product significantly differs from the information in the listing, the Buyer Protection allows the buyer to send a refund request to the Marketplace customer support. The Buyer Protection may entitle the buyer to a refund of the Product purchase price, the buyer protection fee and the delivery fee (if any).

Buyer Protection is designed to make buyers and sellers feel safe, but it works alongside – not instead of – their existing legal rights. This means that sellers and buyers keep all their statutory rights under applicable law, and that our decision doesn't affect their ability to pursue other remedies available to them by law.

INBAB provides the Buyer Protection to help resolve issues quickly, but INBAB doesn't become a party to the transaction. The buyer and seller still maintain their direct relationship regarding any return arrangements not covered by the Buyer Protection.

e) Taxes

INBAB is responsible for any tax obligations that it may have as an operator of the Marketplace. INBAB will not be liable for any tax obligation incumbent on you as a user of the Marketplace, in particular, for any taxes arising from your purchase or sale of Products. By agreeing to these Terms and Conditions you confirm that you are responsible for filing the relevant tax returns and paying the relevant taxes arising from your purchase or sale of Products on the Marketplace. You also undertake to provide INBAB with any information it may be requested to collect from you for the purpose of complying with INBAB's own tax and/or financial reporting obligations to the relevant authorities.

Please note that INBAB has an obligation to annually give a statement of earnings and deductions to the tax authorities for all individuals that have carried out thirty (30) or more transactions or sold for an annual value of more than 2000 EUR on the Marketplace. When you create your 30th listing, or post a listing that, if sold, will lead to your annual sales on the Marketplace exceeding 2000 EUR, INBAB will send you a request for the needed information (e.g. full name and address, date of birth and tax registration number or place of birth) to ensure that INBAB will be able to comply with its obligations towards the tax authorities. If you don't respond within the specified time, INBAB will temporarily suspend you from the Marketplace until you have provided INBAB with the requested information.

f) Payment

INBAB uses an authorized third party payment service provider (“PSP”) to process online payments for the purchases made on the Marketplace. The PSP offers one or more payment methods, such as debit/credit card, direct bank transfer, online payment initiated through the

PSP or digital wallets (such as Apple Pay and Google Pay). The PSP holds the money and releases it to the seller when the buyer has accepted the Product, and also manages refunds to eligible buyers. INBAB doesn't handle any payments itself and doesn't have access to the funds to be paid by the buyer. The available payment methods are displayed at checkout. For the Marketplace, Stripe is the PSP (see www.stripe.com).

The provisions below do not affect, limit or exclude the statutory consumer protection provisions applicable to you.

The PSP may require you to provide certain information to comply with legal or regulatory obligations, including anti-money laundering and identity verification requirements. You acknowledge that providing such information may be necessary to receive payment. By using the Marketplace, you also agree to comply with the applicable terms and conditions of the PSP available [Consumer Terms of Service](#) and the selected payment method, including, for the Marketplace, the Stripe Connected Accounts Agreement (<https://stripe.com/en-se/legal/connect-account>) as amended from time to time.

To the maximum extent permitted by applicable law, INBAB is not responsible for any delays, failures, or issues related to the payment services provided by the PSPs or payment method.

All payments for Products sold on the Marketplace must be made through the payment options provided. It is strictly prohibited to request or propose payment through any other means.

To the maximum extent permitted by applicable law, INBAB reserves the right to pause payments, suspend your Account, or take other appropriate action if you fail to comply with this subsection (f) or the applicable terms and conditions of the PSP or payment method available [Consumer Terms of Service](#). Fraudulent, suspicious, or unlawful activity may also result in your Account being suspended and reported to the relevant authorities. Please note that a decision to suspend your Account is always made by INBAB and IKEA Retail together, as it will affect your other rights and benefits as an IKEA Family member.

To the maximum extent permitted by the applicable law you are solely responsible for any losses, disputes, chargebacks, or other liabilities arising from fraudulent or unauthorised transactions made through your Account. INBAB may recover such amounts from you, including by offsetting them against any current or future payments due to you.

You may not use the Marketplace or payment services for any activity that is illegal, deceptive, or otherwise restricted under the PSP's or payment method rules. A list of restricted activities may be found on the providers website [Prohibited and Restricted Businesses | Stripe](#) or provided upon request.

You acknowledge and agree that INBAB may share your information with the PSP, payment method provider and relevant authorities for the purposes of fraud prevention, compliance with agreements and legal obligations, processing of personal data and payment processing. In addition, you acknowledge and agree that INBAB may take certain actions in relation to the payment processing in order to fulfil INBAB's legal obligations.

6. Ratings and reviews

You can rate and review IKEA products and services on [IKEA.com/be](https://www.ikea.com/be), as well as other IKEA Family users on the Marketplace. If you choose to do so, we expect you to do it in a kind and constructive way. You also accept that others can rate you and share reviews of their experience of buying from or selling to you on the Marketplace. IKEA may remove reviews if we find them illegal or inappropriate.

As an IKEA Family member, you may receive a proposal from IKEA Retail to share your experience of purchasing from IKEA Retail and using our products and services, to be posted on our website, Marketplace and the IKEA app. Please note that your review should only relate to the features and properties of our IKEA products and services. You acknowledge and agree that your ratings and reviews will be published anonymously but with an abbreviation of your name or a nickname, such as only the first name or initials.

All buyers on the Marketplace will have the opportunity to rate and review the sellers that they have engaged with, once the transaction has been completed. By using the Marketplace, you acknowledge that you are solely responsible for the ratings and reviews that you give, and that other buyers will be able to rate and give a review of you. The statements, information and ratings contained in any such review must be fair and honest (and comply with section 7 below) and are solely the opinion of the one submitting the review.

IKEA is under no circumstances liable in any way for the content of the ratings and reviews, including, but not limited to, errors, omissions, or defamatory statements in such reviews or for any loss or damage of any kind that you may incur as a result of someone's review.

You have no right to remove or correct a review that another IKEA Family member has made about you. However, if you find a specific review about you to be incorrect or unfair, you can reach out to the Marketplace customer support to give your explanation. IKEA reserves the right to decide on any corrective measures of specific reviews. We also reserve the right to not publish or to later delete (in whole or in part) reviews that are in breach of applicable legislation or violating these Terms and Conditions (according to section 7 below).

7. User Content and messages

Don't publish or message anything that is illegal or confidential and remember to only upload photos that you have a right to share. IKEA has a right to use all User Content for its own business-related purposes. If you see any inappropriate content uploaded by someone else, please report it to us.

When you use the Marketplace and interact with INBAB and other IKEA Family members, or if you publish a review on www.ikea.com/be, you will upload photos, write descriptions, comments, messages, ratings and reviews etc. and otherwise create different type of content (all such content hereinafter referred to as "**User Content**"). You hereby acknowledge that you are fully responsible and liable for all User Content that you publish, and specifically agree to:

- a) not share User Content which is illegal, harmful, threatening, abusive, harassing, tortuous, defamatory, vulgar, obscene, that may be invasive of another's right of privacy or publicity, is racially or ethnically hateful, or otherwise objectionable;
- b) only share User Content that you have a right to share (i.e. don't share any information that you have an obligation to keep confidential);
- c) not share User Content (e.g. photos of or information) about someone else (except within the context of ratings and reviews on the Marketplace), unless you have secured that you have that person's consent to share the information;

- d) not share User Content (especially photos) that infringes any patent, trademark, trade secret, copyright or other intellectual property or proprietary rights of any party;
- e) not use the comment and/or discussion possibilities in a way that adversely affects the usability of the Marketplace for other users (e.g. shouting BY USING ALL CAPS, or flooding the Marketplace by listing the same Product repeatedly); and
- f) not use the Marketplace for the purpose of promoting your religious beliefs or political opinions, sending unwanted emails, comments or other content (“spam”) and other types of unsolicited advertising and solicitation.

IKEA reserves the right to block or remove, at any time and after having issued a prior warning, User Content and Accounts that contain content which is in violation of these Terms and Conditions or applicable law.

To the maximum extent permitted by law, you hereby grant to IKEA a non-exclusive, worldwide, royalty free, perpetual license to use and modify such User Content (except for messages), and create, use and dispose of derivative works created based on the User Content, for any purpose (especially for promotional and marketing purposes), including a right to reproduce, manufacture, copy, adapt, crop, modify, shorten or combine with other material, translate, perform, display, publish, sell, broadcast, transmit, or communicate to the public by any means and in any media whether now known or unknown and to distribute your User Content.

Although we do our best to review User Content, you understand and agree that you may be exposed to User Content that is inaccurate, objectionable, inappropriate or otherwise unsuited to your purpose. If you identify any conduct or User Content of a fraudulent, offensive, illegal or abusive nature, please report it through the available support chat so that IKEA can, where appropriate, take the necessary measures to ensure that our website, IKEA app and Marketplace are safe spaces for our IKEA Family members. As explained in section 8 below, all User Content is subject to content moderation.

Messages that are exchanged between buyers and sellers on the Marketplace are not private and shall be exchanged only for the purpose of the transactions. They are subject to moderation by INBAB to keep the Marketplace secure. INBAB may also access the messages in case of disputes between Marketplace users.

8. Content moderation

We want to keep our online spaces friendly and free from harmful content and will take various actions to secure that this is always the case.

We use manual and automatic intervention to ensure that content on our website, IKEA app and Marketplace do not violate laws or these Terms and Conditions. We also offer the ability for users of the Marketplace to report issues directly through the Marketplace or to the Marketplace customer support. We determine the appropriate actions for moderation on a case-by-case basis.

9. Things we ask you not to do

Let's work together to ensure that IKEA Family is a safe space for everyone loving IKEA. You cannot misuse or tamper with our website, app or Marketplace and you need to treat other IKEA Family members with respect.

We know it might seem obvious, but when using the IKEA Family services, benefits and rewards, you must comply with applicable legislation and respect these Terms and Conditions. This means, among other things, that you must not:

- a) harass, stalk threaten, scam or otherwise intentionally mislead or deceive other IKEA Family members, or copy their photos or other User Content and represent it as your own;
- b) misuse or tamper with our website, Marketplace or the IKEA app, or the features and services that you get access to through your IKEA Family membership (e.g. hack our website, introduce viruses, trojans, worms, logic bombs or other technologically harmful material or carry out denial of service attacks etc.) or otherwise mess with our technologies or functionalities;
- c) copy or download any content from our websites or apps unless you are expressly authorized to do so;
- d) use software and/or data mining tools (including but not limited to crawling and screen taping) on the Marketplace;
- e) intentionally or unintentionally violate any applicable local, national or international law, rule or regulation; or
- f) use the Marketplace to promote your own business and/or to sell any items or services, whether physical or digital, in breach of these Terms and Conditions.

10. Intellectual property rights

Except for User Content, all content on our websites and apps belong to IKEA or its licensors.

As stated above, you are the holder of all rights in and to your User Content that you publish on our websites, apps or on the Marketplace.

If you find that any content on our websites, apps or Marketplace (whether User Content or otherwise) infringes your intellectual property rights, you can flag the content by contacting us through the relevant support chat. Please note that you should only flag content if you are the rights holder or an agent thereof.

With the exception of User Content, all title, ownership, rights, and intellectual property and industrial property rights in and to IKEA Family, our websites and apps and the IKEA brand shall remain with IKEA, other companies within Ingka Group, our franchisor, Inter IKEA Systems B.V. or our licensors. Your use of any of our IKEA Family services, benefits or rewards does not in any way imply the granting of any rights, authorizations, or licenses of any kind to the IKEA trademark, IKEA logo or any of the content on any IKEA websites or apps.

IKEA reserves the right to take appropriate legal action, including judicial and extrajudicial actions, against you for any infringement of the intellectual and/or industrial property rights owned by or licensed to IKEA or any company in Ingka Group.

11. Third party materials

IKEA is not responsible for links to any non-IKEA websites. If you click on a link that takes you to another website, you do so at your own risk.

When browsing our websites and using our apps, you may find links to other non-IKEA websites or third party content. Links to third party websites and content are provided for your convenience only, and IKEA makes no representations or warranties with respect to any third party websites linked to or from an IKEA website or app. All access to linked third party websites is at your own risk and to the maximum extent permitted by applicable law, IKEA will not be liable in any way for any damages arising from your access to such websites.

12. Interruptions, viruses etc

Our websites, apps and Marketplace might look different every time you visit. We are trying new things to improve the experience, but this also means that our websites, apps and Marketplace may be unavailable at times when we perform maintenance or when something unforeseen has happened.

While we will do our best to ensure the availability and function of all the IKEA Family services, benefits and rewards, interruptions will happen from time to time for both foreseen maintenance and unforeseen events. If possible, we will try to inform you about planned interruptions, and we will plan downtime outside of peak usage hours. To the maximum extent permitted by applicable law, IKEA will not be liable for any losses suffered by the interruption in the availability of our websites or apps, delay or failure to perform resulting from any causes whatsoever.

IKEA cannot guarantee the absence of viruses or other elements that could damage or alter the user's computer system (both hardware and software) and to the maximum extent permitted by applicable law, doesn't assume any liability arising from it. It is the user's responsibility to have appropriate tools for the detection of viruses or any other harmful computer element.

13. Our Termination and Suspension Rights

If we suspect that you are in breach of these Terms and Conditions, we have the right to terminate your IKEA Family Account. In such case, vouchers and reward points may be cancelled. The same could happen if your Account has been inactive for more than three years.

We may terminate or suspend your Account, or restrict access to certain IKEA Family services if (a) your use of the IKEA Family membership is in breach of these Terms and Conditions or applicable legislation; or (b) your use of the IKEA Family membership is fraudulent, unauthorized or abusive of our services, benefits and rewards.

In such instance, IKEA will contact you via email to notify you and to provide you with a clear explanation for the restricted access, suspension or termination of your Account (as the case may be), including the expected period for suspension or restricted access (as relevant). We may also report any breach or illegal activity to the relevant law enforcement authorities and take any necessary action. The payment service provider may also hold payment (in transactions on the Marketplace) in transit if there is a suspicion that you are acting in breach of these Terms and Conditions.

Should you wish to challenge a decision made by IKEA regarding the restriction of your access to any IKEA Family service or the suspension or termination of your Account, you have the option to submit a complaint. You will find information on how and where to submit such complaint in the

notification from IKEA. Note that a complaint must be submitted to IKEA within six (6) months from the day you receive the notification.

If we see that you frequently submit notices or complaints that are manifestly unfounded, we may suspend, for a reasonable period of time, and after having issued a prior warning, the processing of your notices and complaints submitted to IKEA. When assessing whether certain behavior constitutes misuse and deciding on the duration of the suspension, we will take into account, among other things, the severity of misuse and the number of notices or complaints submitted by you.

In addition to the above, we may also terminate your Account if your Account has been inactive for more than three (3) years. By inactivity, we mean that you have not interacted with IKEA, such as logged in to your Account, opened our emails or made a purchase which has been registered on your Account.

When your IKEA Family membership is terminated, all rights and obligations under these Terms and Conditions will automatically terminate except for rights of action occurring prior to termination, payment obligations, and sections entitled "Intellectual property", "Limitation of liability" and "Applicable law and disputes". If any rewards or benefits awarded to you under these Terms and Conditions are subsequently found to have been issued as a result of or in connection with a breach of these Terms and Conditions or any fraud or unauthorised use of your Account, IKEA reserves the right to cancel or reverse any reward voucher or reward points or other benefit issued to you.

14. Your Termination Rights

We are sad to see you go, but if you really want to leave IKEA Family, you can do so by simply deleting your Account.

If you decide that you no longer want to be an IKEA Family member you can terminate your membership, without cost, at any time by deleting your Account within the Account settings on our website or in the IKEA app or by contacting our customer support team via Privacy.belgium@ikea.com If you do so, you will no longer be able to benefit from the IKEA Family membership and its benefits and rewards. Any benefits accrued at the date of cancellation will be forfeited and may not be redeemed following cancellation. Please note that uninstalling the IKEA app from your mobile device does not mean that you have terminated your Account.

Please keep in mind that the obligations you may have in any ongoing transactions on the Marketplace will remain, even if you terminate your Account, and that you are responsible for e.g. sending a sold Product to the buyer or confirming receipt of something you have purchased. For this reason, we recommend that you make sure all your transactions have been successfully completed before terminating your Account and we reserve the right to deny your termination request until you have completed all pending transactions. User Content that you have created, such as ratings and reviews will not be automatically deleted if you terminate your membership, but will still be published on our websites and app. Please also remember that you are always welcome back to IKEA Family.

15. Limitation of liability

We are doing our best to make IKEA Family great, but we can't promise it will be perfect at all times. We will not compensate anyone because IKEA Family did not work out the way they wanted it to.

To the maximum extent permitted by applicable law, and not affecting your statutory rights, in no event will IKEA (or its officers, directors, employees, agents) be liable to you for any damages of any

kind, including without limitation any indirect, special or consequential damages, arising out of the use or inability to use IKEA Family, or under these Terms and Conditions even if we have been advised of the possibility of such damages or for any claim by any other party. Our services, benefits and rewards (including the Marketplace) are provided “as is” and “as available” with no express or implied warranties of any kind and IKEA doesn’t guarantee the correctness, completeness, up-to-datedness or quality of the information provided. You agree to defend, indemnify and hold IKEA harmless from any losses, liabilities, damages, actions, claims or expenses (including reasonable legal fees) arising or resulting from your breach of these Terms and Conditions.

Miscellaneous

We cannot promise that IKEA Family will stay the same forever and we may need to do changes to the services we offer if needed for e.g. technical or legal reasons. This is the only contract between you and IKEA regarding IKEA Family, and it cannot be transferred to anyone else.

We reserve the right to suspend or terminate IKEA Family at any time for valid reasons only, such as adapting IKEA Family to a new technical environment, for other important operational reasons, in the event of changes to the services provided under these terms and conditions, or changes in law. However, this will not affect the rights we have acquired prior to the termination or suspension of IKEA Family. In the event of suspension or termination of IKEA Family, we will notify you in advance.

We may assign, subcontract and otherwise transfer our rights and obligations under these Terms and Conditions to any other legal person, which you accept, but this will not affect your preexisting rights or our obligations under these Terms and Conditions.

These Terms and Conditions constitute the entire agreement between you and IKEA and supersedes any and all previous agreements, promises and understandings between us, whether written or oral, relating to its subject matter (including any previous versions of these Terms and Conditions).

A waiver of any right or remedy is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy.

Each of the clauses of these Terms and Conditions operates separately. If any court or competent authority decides that any of them are unlawful or unenforceable, the remaining clauses will remain in full force and effect.

16. Governing law and disputes

Let’s stay friends (hey, we are even Family!), but if we can’t work it out, here is some information on how to get help.

These Terms and Conditions are governed by Belgian law, without respect to its conflict of laws principles. If you have complaints, we encourage you to reach out to us directly to give IKEA the chance to address your concerns. There are also a number of alternative dispute resolution methods available for consumers in Belgium and you can turn to any such mediator for support. Consumers can also use the help of the Consumer Ombudsman. More information can be found on [Homepage - Ombudsman](#). A customer has also the right to bring the discussion before the courts of Brussels, which is the designated court to settle disagreements from or in connection to these terms and conditions.

Date : 19/03/2026

Appendix 1

Information on the statutory right of withdrawal

I. General provisions

1. The statutory right to withdraw from the agreement under these Terms and Conditions is granted only to you as a IKEA Family member who acts as a consumer.
2. As an IKEA Family member who has concluded an online agreement to become an IKEA Family member, you may withdraw from the agreement within 14 days without giving any reason and without incurring any costs.
3. The period for withdrawal from the agreement starts on the date of its conclusion.
4. To exercise your right of withdrawal, you must inform us of your decision to withdraw from this agreement by making a clear statement to this effect. To meet the withdrawal deadline, it is sufficient for you to send your statement before the deadline expires.
5. Your withdrawal statement may be made on the form indicated below (however it is not compulsory), using the chat available on our contact page, as well as at any of our physical stores. You may also submit your statement via our customer support line.
6. If you submit a withdrawal statement by sending an e-mail or by telephone, we will immediately acknowledge receipt of such statement by sending you an e-mail.
7. Upon withdrawal from the agreement, any related ancillary agreements you have entered into will expire if the performance under them is being provided by us or a third party based on an agreement with us.
8. Please note that uninstalling our mobile application does not constitute withdrawal from your membership agreement.

II. Effects of withdrawal from a Remote Agreement

1. In the event of withdrawal, the agreement will be deemed not to have been concluded.
2. After your withdrawal from the agreement, we will not use content other than personal data provided or created by you during your IKEA Family membership, with the exception of content that: (a) is useful solely in connection with the membership; (b) exclusively relates to your activities during the use of the membership; (c) has been merged by us with other data and cannot be separated without undue difficulty; (d) has been generated by you together with other members who may still use such content.
3. Upon your withdrawal from the agreement, we will prevent you from accessing the IKEA Family benefits, services and rewards and will deactivate your IKEA Family membership card.

Declaration of withdrawal from IKEA Family membership

I hereby withdraw from the membership agreement for the IKEA Family

Member's full name:

Member's address:

Contact phone number (if available):

Email (if available):

IKEA Family membership card number:

Date of agreement conclusion:

Date:

Signature: (if the form is submitted in paper form)