

Complaint Policy

IKEA Česká republika, s. r. o., with its registered office at Skandinávská 1/131, Prague 5 Zličín, Postal Code 155 00, Company ID No. 27081052, registered in the Commercial Register maintained by the Municipal Court in Prague, File No. C/94828 (hereinafter referred to as the "Seller"), issues this Complaint Policy to inform consumers (hereinafter referred to as the "Buyer") of the conditions and procedures for resolving complaints regarding goods, along with information on where the Buyer may file a complaint, as well as the procedure for handling repairs during the warranty period in accordance with Act No. 89/2012 Coll., the Civil Code (hereinafter referred to as the "Civil Code"), as amended, and Act No. 634/1992 Coll., on Consumer Protection, as amended (hereinafter referred to as the "Consumer Protection Act"). Matters not covered by this Complaint Policy shall be governed by the relevant legal regulations.

This Complaint Policy does not apply to the sale of goods to business entities if, at the time the contract is concluded, it is clear from the circumstances that the purchase relates to the Buyer's business activities.

This Complaint Policy takes effect on October 10, 2025, and replaces all previous versions of the Seller's Complaint Policies.

Article I. – Liability for Defects

- a. The Seller declares that the goods are delivered to the Buyer in accordance with the provisions of Section 2161 of the Civil Code, meaning that the goods possess the characteristics agreed upon by the Buyer and the Seller, or which the Buyer reasonably expected given the nature of the goods and based on the Seller's advertising, and are fit for the purpose stated by the Seller or for which goods of this type are typically used.
- b. The Seller is not liable for defects in used goods arising from their use or wear and tear. For goods sold at a reduced price, the Seller is not liable for the defect for which the price was reduced.
- c. Unless the goods are perishable, the Seller is liable for defects that arise after the goods have been accepted during the warranty period.

Article II. – Guarantee Period

- a. The Buyer must report any defect in the goods to the Seller without undue delay.
- b. Liability for defects in goods purchased from the Seller is 24 months under the Civil Code (except for cut Christmas trees). The Seller is liable for defects that occur in the goods within 24 months of their acceptance by the Buyer.
- c. The Seller provides a quality guarantee for certain goods for periods of 3, 5, 10, and 25 years. The guarantee period and terms of the quality guarantee are specified for each type of goods (see www.IKEA.cz/zaruky). Quality guarantees exceeding 24 months are provided beyond the scope of the law, and the Seller reserves the right to assess the validity of the quality guarantee. The basis for claiming the quality guarantee is the receipt/invoice, which serves as the certificate of guarantee. In such cases, the Seller determines the method of handling the claim. The quality guarantee applies only to goods used in the household.
- d. In the case of kitchen complaints, only individual products may be claimed, which will then be assessed and resolved separately.
- e. For used and display items, the guarantee period is 24 months. The Seller will indicate the shortened guarantee period on the receipt or at www.IKEA.cz/zaruky.
- f. The guarantee period begins on the date the Buyer takes over the goods. If the goods are to be put into operation by a third party, the guarantee period begins only on the date of commissioning. This applies only if the Buyer ordered the commissioning no later than 3 weeks after taking the goods from the Seller and provided the necessary cooperation for the performance of installation or other services in a proper and timely manner.
- g. The guarantee period does not include the time from the assertion of the right to claim for defects until the time when the Buyer was obligated to accept the goods after the repair was completed. If the goods are replaced with new ones, a new guarantee period does not begin on the date of acceptance of the new goods.
- h. Rights arising from liability for defects in an item covered by the guarantee period expire if the Buyer has not exercised them during the guarantee period.
- i. For business customers, IKEA provides a minimum 24-month quality guarantee on goods intended by the Seller for business purposes. The Buyer is informed of the duration of the quality guarantee prior to purchasing the goods from the Seller or on the website www.IKEA.cz/zaruky

Article III. – Filing a Claim

- a. The has the right to file a complaint at any of the Seller's locations where complaint acceptance is possible given the range of goods sold, or through the contact centre at www.IKEA.cz/napistenam. The Seller shall ensure the presence of a staff member authorized to accept complaints during all business hours at each of its locations.
- b. In the case of a complaint submitted via the contact centre, the Buyer is required to provide their contact information and submit photographic documentation or other supporting documents based on which the Seller can process the complaint. The Buyer also agrees that the Seller may send documents related to the complaint resolution to the provided email address or attach them to the complaint form.
- c. The conditions for filing a complaint regarding an appliance are specified in the service manual, which is included in

the appliance's packaging. If the appliance was not installed by the Seller or an installation company authorized by the Seller, the Buyer is required to submit documentation with the complaint proving the installation company's qualification to perform the assembly or installation. The Buyer may also file a complaint regarding an electrical appliance at the service centres of the appliance manufacturers. If the Buyer files a complaint regarding an electrical appliance with the Seller, the Buyer shall contact the Seller and specify the location of the appliance. At that location, a field technician from the Seller will assess the defect in the appliance.

- d. If transporting the goods subject to the complaint would cause the Buyer significant difficulty, particularly because the item cannot be transported to the location where the complaint is being filed by normal means or because the goods are part of a real estate property, the Seller may, upon agreement with the Buyer, assess the defect either on-site or by other means. In such a case, the Buyer is obligated to provide the Seller with the necessary cooperation.
- e. The Buyer's right to claim the cost of transporting the goods subject to the complaint from the Seller arises only if the Buyer chooses the cheapest method of transport (e.g., public transportation, postal service, etc.).
- f. A complaint may also be filed with a person designated by the Seller (appliance repair service) if such person is located at the Seller's premises or at a location closer to the Buyer.

Article IV. – Complaint Procedure

- a. The Buyer is required to prove that they are entitled to file a complaint, specifically by providing proof of the date of purchase from the Seller, either by presenting a receipt or an IKEA Family card – provided that this card was presented at the time of purchase – or by other appropriate means. The Buyer is not entitled to file a complaint regarding a defect that has already been addressed in the past, provided that a reasonable discount was applied to the purchase price.
- b. The Seller is required to provide the Buyer with a written confirmation stating the date and location of the complaint, the nature of the complaint (description of the alleged defect), the method of resolution requested by the Buyer, and the method by which the Buyer will be informed of the resolution (e-mail, SMS message).
- c. The Seller is obligated to decide on the complaint immediately; in complex cases, within three business days. This period does not include the time reasonably required for a professional assessment of the defect based on the type of goods.
- d. The complaint, including the rectification of the defect, must be resolved without undue delay, no later than 30 days from the date the complaint was filed, unless the Seller and the Buyer agree on a longer period. The expiration of this period is considered a material breach of contract. In the case of a quality guarantee, the complaint resolution period is extended to up to 90 days.
- e. The Seller is not liable for defects in the following cases:
 - if the defect in the goods existed at the time of delivery and a lower price was agreed upon for such a defect,
 - the defect in the goods arose from wear and tear caused by normal use, or if it results from the nature of the goods (e.g., expiration of the service life),
 - if the goods are used and the defect corresponds to the degree of use or wear and tear the goods had at the time of delivery by the Buyer,
 - if the defects were caused by the Buyer, or arose from improper use, storage, maintenance, interference by the Buyer, or mechanical damage,
 - if the defects arose because of events beyond the Seller's control,
 - if the defects in the goods are caused by weather or other natural conditions, unless the goods are intended for outdoor use, or defects caused by placing the goods in a damp environment.
- f. Defective performance is considered a material breach of contract if the defect is one of which the Buyer is aware or should reasonably have anticipated, and if such a defect had been present, the Buyer would not have entered the contract and would not purchase the item. In all other cases, the defective performance does not constitute a material breach of contract.
- g. If the defective performance constitutes a material breach of contract, the Buyer has the right, at their discretion, to:
 - delivery of new goods free of defects or delivery of the missing goods,
 - repair of the goods,
 - a reasonable discount on the purchase price,
 - or to withdraw from the contract (with the right to a full refund of the purchase price).
- h. If the defective performance constitutes a minor breach of contract, the Buyer has the right to:
 - remediation of the defect, or
 - a reasonable discount on the purchase price.

- i. If the Seller fails to remedy the defects in the goods in a timely manner, or refuses to remedy the defect, the Buyer may demand a discount on the purchase price or may withdraw from the contract (with the right to a full refund of the purchase price).
- j. If the Buyer is unable to use the item properly due to a recurring defect after repair or due to multiple defects, the Buyer has the right to receive new, defect-free goods, have parts of the goods replaced, receive a discount on the purchase price, or withdraw from the contract, regardless of the nature of the defect.
- k. Regarding a defect that can be remedied, the Buyer has the right to have it remedied free of charge, in a timely manner, and properly.
- l. Instead of having the defect remedied, the Buyer may request replacement of the item, or if the defect concerns only a part of the item, replacement of the component, provided that this does not impose unreasonable costs on the Seller in relation to the price of the goods or the severity of the defect.
- m. The Seller may always replace the defective item with a non-defective one instead of remedying the defect, provided this does not cause the Buyer significant inconvenience.
- n. If the defect cannot be remedied and prevents the item from being used properly as a defect-free item, the Buyer has the right to have the item replaced or to withdraw from the contract. The Buyer has the same rights in the case of remediable defects if the Buyer cannot use the item properly due to the recurrence of the defect after repair or the presence of multiple defects.
- o. In the case of irreparable defects, the Buyer has the right to a reasonable price reduction.
- p. If the Seller does not resolve the complaint within 30 days, the Buyer has the same rights as if the defect were irreparable.
- q. If the Buyer has the right to exchange the goods or withdraw from the contract, it is up to the Buyer to decide which of these rights to exercise with the Seller. Once a specific right has been exercised, the Buyer may not change their claim without the Seller's consent.
- r. If a defect becomes apparent within 12 months of receipt, the goods are presumed to have been defective at the time of receipt.
- s. If the Buyer filed a complaint regarding the goods more than 12 months after receipt and the Seller rejected it, the person who handled the complaint is required to state in the complaint resolution report where the consumer may turn if they disagree with the resolution of the complaint.

Article V. – Complaint Resolution Period

- a. The Seller is required to confirm the timeframe and method for resolving the complaint to the Buyer in writing. The Buyer is not entitled to change the chosen method of resolving the complaint without the Seller's consent; this does not apply if the Buyer requested repair of a defect that proves to be irreparable.
- b. The Buyer is obligated to collect the goods subject to the complaint within 30 days from the date by which the complaint was to be resolved at the latest. After this period, the Seller is entitled to charge reasonable storage fees or to sell the goods on their own behalf at the Buyer's expense. The Seller must notify the Buyer of this procedure in advance and provide them with a reasonable additional period to collect the goods.

Article VI. – Costs of Complaints and Dispute Resolution

- a. If a complaint is deemed valid, the Buyer is entitled to reimbursement of reasonable expenses incurred in connection with the exercise of their rights. The Buyer shall submit to the Seller documentation proving the reasonable expenses incurred in connection with the complaint. Submitted documentation is always evaluated on a case-by-case basis.
- b. If the Seller rejects the complaint as unjustified, the Buyer may contact a court-appointed expert in the field and request an independent expert assessment of the defect.
- c. If no agreement is reached between the Buyer and the Seller, the Buyer may turn to existing out-of-court consumer dispute resolution mechanisms, e.g., www.vasestiznosti.cz. The Buyer may also contact the Czech Trade Inspection Authority (www.coi.cz). Another option is to resolve the dispute through the competent court.

Article VII. – Additional Obligations of the Seller

- a. Beyond the scope of its legal liability for defects, and without this constituting a quality guarantee, the Seller offers the Buyer the option to return goods that do not exhibit any defects, subject to the following conditions:

1. **Return of Goods Without Providing a Reason:**

- The Buyer may return unused and undamaged goods, preferably in their original packaging, to the Seller within 365 days of receipt. If the goods meet the above conditions, the Seller will refund the full purchase price to the Buyer using the same method as the original payment.
 - Returns are only possible with a proof of purchase (original or copy) or with an IKEA Family card, provided that this card was presented at the time of purchase. The Buyer will then be reimbursed in full via the same method used for the original payment.

 - The Buyer may also return assembled goods to the Seller, provided they are not damaged or soiled and comply with hygiene standards, or goods in damaged packaging. In such cases, the Seller will reimburse the customer only a portion of the original price. The Seller is entitled, at its discretion, to refuse the return of goods in the above-mentioned cases or to offer the Buyer a refund of the purchase price via a refund card.
 - The customer acknowledges and agrees that if they use a discount coupon to purchase goods and subsequently decide to return the goods, IKEA is entitled to refund only the payment made via financial means. In this case, IKEA reserves the right not to issue a new discount coupon to the customer. If the customer is physically present in the store and chooses to have the funds refunded to an IKEA refund card, the amount transferred to the refund card will include the value of the discount coupon.

 - If the Buyer returns goods purchased as part of a Seller's promotion (e.g., 2 for the price of 1, or "buy product A, get product B free"), the Buyer is required to return all goods acquired under that promotion, including the product received for free. Partial returns are not possible, nor can any refund be requested for a product provided free of charge as part of the promotion.
 - In the case of a return of a custom-made countertop, the purchase price will be refunded to the customer via a refund card.
 - Returns are not accepted at planning studios, except for the IKEA Prague planning studio Chodov. At this store, refunds can only be processed via non-cash methods – either through an IKEA refund card or by transferring the amount to a payment card (bank transfer). If the original payment was made in cash, it is not possible to receive a cash refund at this location; therefore, this return cannot be accepted at the planning studio unless the preferred method is a refund to an IKEA refund card.
 - The return service does not apply to food purchased at the IKEA store.
- Return of goods purchased online – if the Buyer returns goods purchased online within the statutory period of 14 days from receipt of the last part of the order and returns the goods to the Seller along with the proof of purchase, the full amount for the purchased goods, including all services in the order, will be refunded in the case of a return of the entire order. The Buyer will then be reimbursed in full using the same method as the original payment. If the Buyer returns the purchased goods within 15–365 days of the delivery of the last part of the order, the Seller will proceed in accordance with Article VII and apply the terms of the no-reason return service within 365 days.
 - The final decision on whether to accept returned goods rests with the Seller.

2. **90-night mattress trial:**

- The Seller offers the Buyer the opportunity to try out the mattress in the comfort of their own home for 90 nights, meaning the Buyer may return the purchased mattress to the Seller within 90 days of receipt. This offer applies to all mattresses covered by the 10-year quality guarantee.
- The Buyer must return the mattress to the Seller undamaged and free of any signs of soiling. This means it must comply with hygiene standards. The Buyer must present proof of purchase to the Seller. The purchase price of the mattress will be refunded to the customer via the same method used for the original payment or via an IKEA refund card valid for future purchases at an IKEA store.
- The final decision on whether the Seller will accept the returned goods rests with the Seller.