

Terms and conditions for IKEA Business Network

Valid from 07/09/2023

Hej and welcome to IKEA!

Thank you for joining the IKEA Business Network! Through the membership, your company will have access to a variety of services to support the business, such as purchase history and communication with the latest news, trends, and inspiration for your business. You will also have access to many benefits and offerings.

1. The legal bits

These Terms and Conditions form a legally binding contract between the company registering as a member of the IKEA Business Network (the “**Company**”) and **IKEA A/S**. The Terms and Conditions govern the Company’s Network membership. IKEA may, in its sole discretion, modify these Terms and Conditions at any time, e.g. in case of changes to applicable laws, changes in services and features offered by IKEA, or when we introduce new services. Any such change will take effect fourteen (14) business days from the date on which we publish the updated Terms and Conditions. If the Company does not accept the changes, it has the right to terminate the Network membership. Any use of the Network membership and/or Network Account (as defined below) after the updated Terms and Conditions have been communicated to the Company shall be deemed as the Company’s acceptance of such updated Terms and Conditions.

IKEA is a limited liability company, with registered address Mårkærvej 15, 2630 Taastrup, Denmark.

In case the Company wants to share feedback, comments or questions regarding the Network/Account– please contact us at: www.ikea.com/dk/da/customer-service/contact-us/

2. The IKEA Business Network

As a Network member, the Company will have its membership account on the IKEA Business Network platform (the “Network Account”). Through the Network Account the Company can purchase products and services for business purposes and access and use several features, services and benefits intended for business customers. The benefits and offerings to Network members may change over time and IKEA reserves the right to add or remove benefits and services as it sees fit. Some benefits and services are only offered to the Company at any one time and any attempt to circumvent this right will be considered a breach of these Terms and Conditions which may lead to termination of the same. IKEA for Business has been specifically designed for micro and small businesses.

To connect the Company’s purchases to the Network Account, the Company must identify itself during the checkout process. For online purchases, this is done by inserting the IKEA Business Network card number in the requested field, and for purchases in store, by scanning the IKEA Business Network card at the check-out. It is important to remember this because unfortunately, due to technical reasons, we cannot make any retroactive registrations of purchases.

Product and service offerings and discounts

Through the Network, the Company will have access to a great variety of discounts, offerings, and services. As an example, we offer discounts on interior design consultations to help the Company create the space needed for its business. We also offer discounts on business services provided by our partners that we believe are relevant to the Network members. In addition, Network members will receive discounts on selected products and services. However, please note that not all products on offer to the Network members have been approved for commercial use, and that IKEA takes no responsibility for ensuring that the products offered or discounted are compliant or suitable for their intended use in the Company's business.

Offers, discounts and services will vary over time and may also differ from store to store. Information about our current offers, discounts and services can always be found on the Company's Network Account page.

Learn with IKEA

We want to support the growth of our Network members! For this reason, we have created "Learn with IKEA", which gives Network members access to educational content through training modules and newsletters on topics like people development, business development and space creation. Please note that all content in "Learn with IKEA" has been created exclusively for Network members and that the Company is prohibited from downloading, copying, recording, sharing, distributing or otherwise making available any of the content of "Learn with IKEA" to anyone who is not an employee of the Company.

People perks

We care about companies, but we care even more about people! That is why we want to give Network members the possibility to create a better everyday life for their employees! We have teamed up with our partner Visma Logbuy to offer our Network members a 50% discount on Visma Logbuy discounts and perks program (we call it "People Perks"). Information about People Perks is found on My IKEA Business Network Page and will be available via link to Visma Logbuy website. People Perks are offered by Reward Gateway directly to the Company's employees and are subject to the specific terms and conditions of Visma Logbuy. IKEA takes no responsibility for People Perks. Please note that People Perks have been negotiated exclusively for the Network members and that the Company is prohibited from making People Perks available to anyone who is not an employee of the Company.

3. Creation of the Network Account

The Company must create a Network Account by providing accurate, current, and complete information, including the company name, address, VAT number and email address, and undertakes to keep IKEA updated of any changes to such information. You can also add your preferred store, which we will then use to send you information about local store events and other relevant information connected to that store.

By registering a Network Account, the Company confirms that the individual submitting the registration has the authority to bind the Company and that the Company is eligible for registering a Network Account. The Company also represents that it has all requisite rights, power, and authority to enter and perform its obligations under these Terms and Conditions.

The Network Account is non-transferable and may be used and accessed only by the Company, directly and exclusively for its own business purposes. The Company acknowledges that the Network

Account may under no circumstances be used for the reselling of IKEA products or services to third parties.

4. Network Account Administrators

The Company can choose to have several users connected to its Network Account including several users with administrative rights. The individual who first creates the Company's Network Account will automatically become an administrator thereof. The Company must always have at least one user with administrative rights. The administrator will be able to (i) invite other employees of the Company to become users and administrators of the Network Account, (ii) delete individual users; (iii) delete or change the settings for the Network Account (e.g. select preferences); and (iv) see the full purchase history of the Company, including the name of individuals who have placed an order. A regular user can only see its own activities on the Network Account.

Each user will receive an IKEA Business Network card (the "Card") that shall be used to identify the Company as an IKEA Business Network member. The Card is not transferable and can only be used by the person whose signature is on the card. The Card is not a debit card, credit card or guarantee card.

The administrator is responsible for ensuring that all users of the Network Account are employed by the Company or otherwise authorized to act on behalf of the Company.

IKEA will store and process personal data of the individual users of the Network Account. The Company hereby confirms that it will make any such individuals aware of the content of the [IKEA Business Network Privacy Notice](#).

5. Acceptable Use

The Company may use the Network Account only for business, commercial and authorized purposes, such as purchases, use of planning tools and/or to communicate with IKEA. The Company must not (and shall ensure that its users do not) misuse or tamper with the features and services that it gets access to through the Network Account (e.g. hack, introduce viruses, trojans, worms, logic bombs, carry out denial of service attacks or any other technologically harmful practice or materials) or otherwise mess with our technologies or functionalities.

The Company is responsible for all activities that occur under its Network Account and shall ensure that all users maintain the confidentiality of their individual passwords. If the Company believes that an unauthorized person has gained access to a password and/or the Network Account, the Company must immediately contact IKEA and change any compromised passwords. The Company shall ensure that its users always log out from the Network Account after the end of each session. IKEA will not be responsible for any loss or damage arising out of the Company's failure to comply with these Terms and Conditions.

6. Copyright, trademarks and patents

All title, ownership, rights, and intellectual property rights in and to the Network Account, ikea.com and the IKEA brand shall remain with either IKEA or its franchisor, Inter IKEA Systems B.V.

The use of the Network Account does not give the Company the right to use or reproduce any of our copyrighted materials, trademarks, service marks, patents or other proprietary rights or materials. The Company also confirms that it will not use its relationship with IKEA for any marketing or financing

purposes or as reference in any company presentations or press releases, or in any way utilise (either on the Internet or in any other way communicate to the public) any trade name, trademark, service mark, logo or other distinctive brand feature of IKEA, Ingka Group or Inter IKEA Group.

7. Termination and suspension of the Network Account

The Company may terminate the Network membership at any time by deleting the Network Account. If terminated, the Company will no longer be able to benefit from the Network services and offerings.

IKEA may, in its sole discretion, terminate or suspend the Company's Network membership by providing notice to the Company's Account administrator(s) on the occurrence of any of the following situations: (a) if we see, or have reasons to believe, that the Company uses the Network Account in breach of these Terms and Conditions, (b) if IKEA reasonably suspects that fraudulent activities have taken place, (c) any other use of the Network Account that is not acceptable to IKEA; or (d) if the Company has been inactive for more than 3 years. By inactivity we mean that the Company has not interacted with IKEA by e.g. logging in to the Network Account or opening our emails. We also reserve the right, with or without notice, to remove or edit content, modify, suspend or discontinue the availability of any features or services and charge, or stop charging a fee for any services, under the Network Account.

Sections 5, 6, 7, 8 and 9 shall survive the termination or expiration of these Terms and Conditions.

8. Indemnification

The Company agrees to defend, indemnify, and hold IKEA harmless from and against all liabilities, damages, losses, and expenses of any kind (including reasonable legal fees and costs) relating to, arising out of, or in any way in connection with any of the following ("Claim"): (a) the Company's access to or use of the Network and the Network Account, including information provided in connection therewith; (b) the Company's breach or alleged breach of these Terms and Conditions or applicable law; and (c) any misrepresentation made by the Company.

9. Limitation of liability

To the extent permitted by applicable legislation, IKEA will not be liable to the Company for any damages of any kind, including without limitation any indirect, special or consequential damages, arising out of the use or inability to use the Network Account, even if we have been advised of the possibility of such damages or for any claim by any other party. IKEA does not warrant that any of the products or services purchased by the Company from IKEA are suitable, appropriate or legal to use in the Company's business operations.

10. Applicable law and disputes

These Terms & Conditions shall be governed by the Danish laws, without regards to any rules or principles on conflicts of laws. Any dispute, claim or controversy arising or relating to these Terms and Conditions shall be resolved by the applicable courts in Denmark.