GENERAL CONDITIONS OF PURCHASE AT IKEA IBÉRICA, S.A.

1. INTRODUCTION TO THE GENERAL CONDITIONS OF PURCHASE AT IKEA IBÉRICA, S.A.

These General Conditions of Purchase at IKEA IBÉRICA, S.A. (hereinafter, the "**GCP**", the "**General Conditions of Purchase**" or the "**General Conditions of Purchase at IKEA**"), together with its appendices, regulate the conditions governing purchases, both in-store and remotely (online via www.ikea.es and the IKEA app, by telephone and by chat), of products and the arrangement by the Customer of the following services from IKEA IBÉRICA, S.A. (hereinafter, "**IKEA**"), the conditions of the use of the www.IKEA.es website and the authorisation for IKEA to provide such services itself or to designate a third party to do so:

- Delivery
- Storage
- Assembly
- Installation
- Collection and removal of items and other waste

By placing an order at IKEA, the Customer agrees to be bound by:

- these General Conditions of Purchase at IKEA and its annexes, if any, plus,
- in the case of arranging related services, by the order form (in the case of purchases made in-store) or the order confirmation document (in the case of remote shopping), also referred to as the "Purchase Order", which details the services arranged by the Customer, their price, and the date and time slot agreed for these to be carried out, plus,
- the corresponding invoice, plus,
- any appendices signed by the parties in relation to the products and/or services arranged.

The terms and conditions set forth in these General Conditions for Purchase at IKEA will therefore not apply to products and services that the Customer has arranged with third parties unrelated to IKEA.

For the purchase of products and services by IKEA Business Network customers, the terms and conditions of said IKEA Business Network shall apply. Therefore, these General Conditions of Purchase at IKEA shall not apply to this type of customer, but only and exclusively in a subsidiary manner.

2. IKEA INFORMATION

Physical IKEA stores and other remote sales channels (online via the website and app, by telephone and by chat) for mainland Spain are operated by, and the seller is, IKEA IBÉRICA S.A., a single-member company with Spanish tax number (CIF) A28812618 and registered address at Avenida Matapiñonera, No. 9, 28703, San Sebastián de los Reyes, Madrid, Spain. Filed with the Mercantile Register of Madrid at volume 1251, section 8, folio 102, page 23549, telephone (+34) 900 400 922 and email terminos.condiciones.es@ikea.com .

3. GEOGRAPHICAL SCOPE

The geographical scope of these General Conditions of Purchase at IKEA IBÉRICA, S.A. is mainland Spain, as it is solely and exclusively in this territory that IKEA sells its products and/or services, with the Canary Islands, the Balearic Islands, Ceuta, Melilla and any other territory therefore excluded. Furthermore, the products offered through remote sales (online via the website and app, by telephone and by chat) are only available for delivery or collection and other related services within mainland Spain.

4. HOW WE PROCESS YOUR PERSONAL DATA

The data provided by the Customer to IKEA when purchasing products and/or services shall be the responsibility of IKEA IBÉRICA, S.A.U., with Spanish tax number (CIF) A28812618, Avenida Matapiñonera, No. 9, 28703, San Sebastián de los Reyes, Madrid:

- Personal data collected from the Customer will be processed in accordance with the law and will be used exclusively to:

    1. Identify you and allow us to contact you. Both IKEA and its service providers with which IKEA must share your personal data in order to properly provide the services arranged, may contact you through any means (telephone, email, WhatsApp, SMS) in relation to your order and/or the service provided.

    2. Carry out the arrangements necessary to provide the requested and contracted service.

    3. Conduct quality surveys about the services provided.

    4. Analyse the data internally and compile studies, reports and statistics to see how we can improve our services, products and the website itself for internal purposes only.

- The lawful basis for processing your data for the purposes set forth in points 1 and 2 are these General Conditions of Purchase at IKEA, while for the purposes set forth in points 3 and 4, it is the legitimate interest of IKEA.

- IKEA will transfer your data:

    1. To comply with legal obligations; IKEA will process your personal data to comply with any legal obligations that may apply and arise under this agreement.

    2. To be able to deliver the products you have purchased and provide the services you have arranged, IKEA will disclose your data and will allow the transport, delivery and assembly service providers with which it works to access your personal data.

3. To facilitate the provision of the assembly services you have arranged, IKEA will transfer your personal data to Taskrabbit, Inc., the service provider that IKEA will entrust to perform the assembly service you have arranged, so that it may send you an email confirming that your Tasker has been assigned and confirming other details for your appointment and/or invite you to and inform you that you can sign up to the Taskrabbit platform voluntarily to gain access to additional features, such as the ability to chat with the specific assembler assigned to perform your assembly service ("Tasker"), to reschedule your appointment or to inform you that a Tasker has been assigned for your assembly and other details regarding the provision of the service. The lawful basis for transferring your data for this purpose is this contract that binds us.

   NOTE: In the event that IKEA entrusts provision of the assembly service to Taskrabbit, Inc., please note that you can sign up to the Taskrabbit Platform voluntarily to gain access to additional features, such as the ability to chat with the specific assembler assigned to perform your assembly service ("Tasker") or to reschedule your appointment. To sign up to the Taskrabbit Platform, you must accept the terms and conditions of the application; IKEA will not be a party to this contractual relationship. For more information on how to sign up to the Taskrabbit Platform, please visit www.taskrabbit.es.

- Your personal data may be processed by our suppliers in countries outside the European Economic Area based on contractual clauses approved by the European Commission and incorporated into our contracts. If you have any questions about international data transfers and the safeguards that we have implemented to guarantee the protection of your personal data, please contact us using the ARSOPOL form available on our website (www.ikea.es).

- Using the ARSOPOL form available on our website (Privacy Web Form – https://privacyportal-eu.onetrust.com/webform/4934e273-6e7a-4e95-8a2f-48f0f901d3cd/de1bbdfc-6e33-4900-84a9-4be213494958), you, the Customer, may exercise your rights:
  1. To access, rectification, erasure, objection to processing
  2. To request the restriction of the processing of your personal data
  3. To portability
  4. To lodge a complaint with the Spanish Data Protection Agency or a supervisory authority

  If you have any questions regarding the processing of your data, you may contact the IKEA Data Protection Officer at tusdatos@ikea.com.

- The Customer declares that all information and data that they provide to IKEA is truthful and reflects their true situation. If the Customer does not provide the necessary information, the order will not be able to be fulfilled and the arranged services cannot be provided and the Customer shall hold IKEA harmless in such circumstance.

The Customer is also subject to:

- the IKEA Cookie Policy: https://www.ikea.com/es/en/customer-service/cookie-policy/
- and the IKEA Privacy Policy: https://www.ikea.com/es/en/customer-service/privacy-policy/

5. INFORMATION AND STATEMENTS BEFORE ARRANGING A SERVICE

- The Customer may access, save and print these General Conditions of Purchase at IKEA, either before ordering or during the purchase process.

- The Customer undertakes not to place any false or fraudulent orders or purchases, and under such circumstances IKEA reserves the right to cancel it and take appropriate action.

- The Customer states that they are over 18 years of age and have the necessary and sufficient legal capacity to enter into financial contracts. Individuals representing or acting on the behalf of legal persons warrant to IKEA and to any related third parties tasked with providing the arranged services that they have sufficient power of attorney at the time of making the purchase, and that at the time of the transaction they are not infringing the rights of any third party and that the data and information relating to the legal persons are true, accurate and reliable. IKEA will not be liable for any damage or loss caused to persons and/or property due to, or relating to, the previous statement.

6. IKEA PRODUCTS

The Customer acknowledges that all products sold by IKEA are intended for domestic use and have been subjected to testing methods in accordance with relevant regulations and standards. The Customer is therefore responsible for:

a. using the products in accordance with the technical specifications and instructions;
b. ensuring the proper placement and location of the product according to the building's requirements: building book, obligations regarding building use and maintenance, emergency and evacuation manuals etc.

However, some items in the range have been tested for professional or public use and meet the safety, durability and stability requirements established by the technical standards pertaining to such uses.

The guarantees offered by IKEA on all its products generally cover their domestic use and apply solely and exclusively within mainland Spain. Before purchasing an IKEA item, the Customer must make sure that it is suitable for the use that they intend to make of it. For this purpose, product data sheets are available to consult at IKEA stores and at www.ikea.es

IKEA accepts no liability for any claims arising from a use different from that for which the IKEA item is designed.

The Customer states that they are aware that IKEA does not have management systems certified in accordance with international standards (ISO 9000, ISO 14000, EMAS, SA8000, etc.) IKEA aims for the IKEA Brand to be a trustworthy guarantee for its Customers in its own right, both with regard to the processes it uses and the items it sells, in terms of quality, safety, the environment and corporate responsibility. To do this, it has management systems and internal protocols covering all its processes, which are internally audited to ensure that they are carried out correctly in all IKEA units.

The manufacture of its products is subject to IKEA standards of quality, environment and corporate responsibility, based on international principles shared by regulations and established under the standards such as those mentioned above. In addition, internal auditors continuously verify with all product and service suppliers for IKEA that they are operating correctly.

7. EXCLUDED PRODUCTS

The following products are excluded and therefore cannot be purchased remotely: live plants; food products; fabric sold by the metre; worktops made to order (only excluded from online sales via the website and app), Persian rugs; pre-used items or Circular Hub items; any products for which it is not possible to differentiate by reference number all the colours or sizes in which they are available, and all personalised items.

The transport and delivery service associated with products purchased in-store is excluded and cannot be arranged for: live plants; food products; fabric sold by the metre; Persian rugs; pre-used items or Circular Hub items (except in some units where it is authorised and the customer is duly informed); any products for which it is not possible to differentiate by reference number all the colours or sizes in which they are available, and all personalised items.

8. TECHNICAL METHODS FOR CORRECTING ERRORS

Before making payment for the purchase, the Customer must confirm all their details of their order so that, if necessary, any incorrect information can be modified. If the Customer notices an error after completing payment, they must contact:

- In the case of remote shopping (online via the website and app, by telephone or by chat), Customer Service at +34 900 400 922 or by email at terminos.condiciones.es@ikea.com
- In the case of a purchase made in-store, the Customer Service area of that store.

9. HOW TO PLACE AN ORDER AT IKEA

9.1. ONLINE (www.ikea.es AND IKEA APP)

To place an order, the Customer must follow the steps below:

1. Read and understand the product description as it appears on the website and in the app, the key features and technical details of the products. These are available in the product information and technical specification sections of the website and in the app. Here you

can find information on any technical regulations or features that are relevant for the product's intended use. If you have any questions, please contact IKEA by email at terminos.condiciones.es@ikea.com, call the customer service number on (+34) 900 400 922, visit your nearest IKEA store, or use the chat link at https://www.ikea.com/es/en/customer-service/contact-us/.

2. Consult the website or app for the product price, services and any promotions that may apply. You can also view the final price including VAT or applicable taxes. The Customer is informed and expressly acknowledges and accepts that the price of the products and services listed on the IKEA website may decrease, depending on the promotions in force at any given time at each IKEA store, the promotions applicable to the IKEA store from which the order is processed will apply to the Customer's order.

3. Once the products to be purchased have been selected, the Customer must select the service they wish to arrange from those available on the IKEA website for the products they are going to purchase.

4. Once the selection has been made, the Customer will be able to view the selected products and services and the total price, after the discounts according to the conditions of the current offers have been applied.

5. To place the order, the Customer must identify themselves by filling in their details. The Customer undertakes to check the information provided in the form, and that they have chosen the correct products and services. Customers must go back to the website or app to correct any details of their order that are incorrect.

6. If the Customer agrees, they must make the payment by clicking the "Pay now" button. After the payment is completed, IKEA will send the order confirmation immediately by email, as well as the Purchase Order. The Customer will not be able to make the payment until they have accepted the General Conditions of Purchase at IKEA, which is an essential prerequisite for completing the payment for the purchase.

7. IKEA will provide Customers with a link in the order confirmation email that will allow the delivery date and time to be modified. The option to modify the delivery date and time will be visible as long as the order status and the type of service chosen allows this type of modification. If arranging additional services associated with delivery, the Customer should contact IKEA by calling +34 900 400 922 to request a change in dates for the other services.

8. IKEA will not save paper copies of the consent to the General Conditions of Purchase, which may be downloaded electronically by the Customer at any time during the purchase process. The Customer will also receive a link to a copy of these terms and conditions in the email containing their Purchase Order.

9.2. BY TELEPHONE (OR CHAT)

IKEA offers a telephone sales service via the customer service number on (+34) 900 400 922 or via the chat link at https://www.ikea.com/es/en/customer-service/contact-us/, whose schedules can also be

consulted at that link.

To place an order, the Customer must follow the steps below:

1. Read and understand the product description as it appears on the website, the key features and technical details of the products. These are available in the product information and technical specification sections of the website (or in IKEA stores). Here you can find information on any technical regulations or features that are relevant for the product's intended use. If you have any questions, please contact IKEA by email at terminos.condiciones.es@ikea.com, call the customer service number on (+34) 900 400 922, visit your nearest IKEA store, or use the chat link at https://www.ikea.com/es/en/customer-service/contact-us/.

2. Consult the website (or store) for the product price, services and any promotions that may apply. They can also view the final price including VAT or applicable taxes. The Customer is informed and expressly acknowledges and accepts that the price of the products and services listed on the IKEA website may decrease, depending on the promotions in force at any given time at each IKEA store, the promotions applicable to the IKEA store from which the order is processed will apply to the Customer's order.

3. Contact IKEA by calling +34 900 400 922 (or via chat) and inform them which products they wish to purchase.

4. Once the items and associated services have been selected, IKEA will send the order placed over the telephone or via chat to the email address provided by the Customer. In this email, the Customer will receive a payment link where they must read and accept the legal conditions, and pay for the corresponding goods and services.

5. If all the details are correct, the Customers pay by clicking the "Pay" button. After the payment is completed, IKEA will send the order confirmation immediately by email, as well as the Purchase Order. The Customer will not be able to make the payment until they have accepted the General Conditions of Purchase at IKEA, which is an essential prerequisite for completing the payment for the purchase.

6. IKEA will provide Customers with a link in the order confirmation email that will allow the delivery date and time to be modified. The option to modify the delivery date and time will be visible as long as the order status and the type of service chosen allows this type of modification. If arranging additional services associated with delivery, the Customer should contact IKEA by calling +34 900 400 922 to request a change in dates for the other services.

7. IKEA will not save paper copies of the consent to the General Conditions of Purchase, which may be downloaded electronically by the Customer at any time during the purchase process. The Customer will also receive a link to a copy of these terms and conditions in the email containing their Purchase Order.

9.3. IN AN IKEA STORE

The Customer may place orders and make purchases at available IKEA stores during their opening hours, as indicated in each store and on the IKEA website.

To place an order, the Customer must follow the steps below:

1. Go to an IKEA store and say that they are interested in placing an order. In the store, the Customer will be provided with information about the products, their key features and technical details, as well as technical and performance standards that are relevant to the Customer's intended use of the product. The Customer can also view all this information in the product information and technical specification sections of the IKEA website.

2. In the IKEA store, the Customer will also be informed of the price of the products and services to be purchased and any promotions that may apply, and will be able to view the final price including VAT or applicable taxes. The Customer is informed and expressly acknowledges and accepts that the price of the products and services in the IKEA store may vary downwards, depending on the promotions in force at any given time in each IKEA store. The promotions applicable to the Customer's order will be those that apply in the IKEA store from which the order is processed.

3. Once the items and associated services have been selected, IKEA will create the corresponding order, for which the Customer will be asked to provide certain personal information. The Customer may pay for the order using any of the payment methods available at that IKEA store.

   If the payment method is via a payment link, the Customer will receive a payment link in the email provided when placing the order and must first read and accept the legal conditions before paying for the corresponding goods and services. If the Customer agrees with the order, they must make the payment by clicking the "Pay" button. The Customer will not be able to make the payment until they have accepted the General Conditions of Purchase at IKEA, which is an essential prerequisite for completing the payment for the purchase.

4. IKEA will provide Customers with a link in the order confirmation email that will allow the delivery date and time to be modified. The option to modify the delivery date and time will be visible as long as the order status and the type of service chosen allows this type of modification. If the Customer wishes to arrange additional services associated with delivery, they must state this in the IKEA store itself, where they will be told how to do so.

5. IKEA will not save paper copies of the consent to the General Conditions of Purchase, which may be downloaded electronically by the Customer upon receiving a link to a copy in the email containing their Purchase Order.

10. AVAILABILITY OF PRODUCTS

IKEA will display information regarding current product availability and stock levels on its website. Nevertheless, it is possible that a product which IKEA confirmed was available may run out during the ordering process. If this happens, IKEA will inform the Customer via email and/or by phone and will offer the Customer the following alternatives:

- Delivery of the product later than initially indicated, subject to the Customer's consent, with no additional cost.

- The Customer will be refunded the price paid within a maximum of three (3) working days from the Customer agreeing to this solution, using the same payment method used to pay for the order. If the entire order is to be returned, the amount to be refunded will include the product delivery costs that the Customer would have paid. In the event of a partial return, in which the items returned will change the characteristics of the delivery method for the initial order, and therefore the price of the service, this price difference will be adjusted in the return.

11. SERVICES AND COST OF THE SERVICES

IKEA will not transport, assemble or store items that have not been purchased from IKEA sales channels.

IKEA offers a wide range of services to Customers, although only some may be arranged remotely (online via the website and app, by telephone and by chat). The Customer can find all the information about the services available, their conditions and current prices at any given time on the IKEA website (https://www.ikea.com/es/en/customer-service/services/) and in the IKEA store. Furthermore, on each product page on the website, the Customer may view the services that can be arranged remotely for that specific product.

All delivery and shipping services (except Click & Collect) have a minimum order amount of TEN EURO (EUR 10.00) on IKEA products (retail price) at any given time, calculated after any discounts, promotions or taxes have been applied to the final total and before any service charges or shipping costs have been applied. For orders under this amount, delivery and shipping services (except Click & Collect) will not be offered. For clarity, for "New lower price", "Special offer", "Outlet" or "Last chance" items, the price used to assess compliance with this minimum will be the retail price at the time of purchase and not the stated "Previous price".

In any case, and prior to purchasing an IKEA item, the Customer will be informed of the costs of the services they are interested in, depending on the channel through which the purchase is made.

IKEA is only liable for services arranged by the Customer with IKEA and under no circumstances shall it be liable for any services arranged by the Customer with a third party other than IKEA.

The Customer must be present at the address where the service in question is to be provided, at the agreed date and time, and complete all fields on the corresponding delivery note at that address, including the section on any incidents that may have arisen during the provision of the services, without prejudice to the applicable legal and commercial guarantees.

12. PROMOTIONS AVAILABLE TO IKEA FAMILY CLUB MEMBERS

All promotions applicable at the time of purchase and their specific conditions will be communicated at

the IKEA store, online (on the website and app) or will be communicated to the Customer by telephone prior to placing the order. In particular, promotions aimed at IKEA Family members require that members prove their identify prior to or during the purchase process in order for the promotion to be applicable. Otherwise, the promotion will not be applied. It is the sole responsibility of the Customer to identify themselves as an IKEA Family member, and IKEA will not be liable for any loss or damage in resulting from such circumstance. In general, promotions offered by IKEA cannot be combined with other promotions, unless otherwise expressly stated in their specific terms and conditions.

13. PRICE AND PAYMENT

Prices quoted by IKEA include VAT and are those in effect at the time, including any promotions that may apply.Product prices exclude service charges; these will be added to the total amount before proceeding to payment.

The Customer may use any of the payment methods available at any given time, which will be displayed to the Customer at the time of payment and may be modified at any time at the discretion of IKEA.

The order will be considered placed once the Customer has paid the total price and not before; IKEA will not process any order that has not been paid in full.

NOTE: If paying with an IKEA VISA card, you may choose to pay for your purchase in instalments in accordance with the financing conditions of your IKEA Visa card, which you can check at https://www.ikea.com/es/en/customer-service/services/finance-options/ikea-visa-pubb0737a90.

IKEA has contracted third-party companies that guarantee the security of online payment transactions. All information provided for this purpose is encrypted to ensure maximum security and the information is hosted on a secure server that is certified by SSL protocol.

IKEA is not responsible for the inaccuracy of the data provided by the Customer at the time of placing the order, and in particular will not accept liability for any damage caused to third parties due to the improper use by the Customer of the payment method.

14. BILLING

The Customer will receive an invoice for the purchase of the products and services arranged. In the case of remote shopping, this will be sent digitally, via email, at the time of purchase confirmation. In the case of purchases made in IKEA stores, this may be obtained at the store checkout or, where applicable, at Customer Service or via the IKEA website.

15. TRANSPORT AND DELIVERY SERVICE

15.1. GENERAL INFORMATION ABOUT THE TRANSPORT AND DELIVERY SERVICE

What does it include? IKEA will deliver the purchased products to the location in Spain specified when the order was placed, except to the Balearic Islands, the Canary Islands, Ceuta and Melilla.

Goods with different delivery times. IKEA will send the order within the time limit agreed with the Customer according to the delivery method. If any of the items ordered have later delivery dates than the rest of the items, the Customer, if ordering in-store or by telephone or chat, may choose from the following options and, if ordering online (via the website and app), they will be contacted by IKEA to explain the different options, which may be the following or others, depending on the particular circumstances of the case:

a. wait for all the goods to reach us so we can deliver them to you all at once. In this case, the Customer would pay the storage costs indicated in the order document.
b. pay for several deliveries as and when the products become available: IKEA will inform you of product availability when you place your order.

Delivery. "Delivery" shall be understood to have taken place when the Customer or a third party designated by the Customer takes material possession of the products. To confirm delivery, the Customer must sign the order delivery note.

Compliance with the lead time. IKEA undertakes to comply with the agreed timeframes, except for force majeure events that prevent the provision of said services under the agreed terms, which will not constitute a breach of contract on our part. Except for this circumstance, in the event that, for reasons attributable to IKEA, we are unable to deliver the goods to you on the agreed date, you will be entitled to submit a claim for the total cost you have paid for delivery.

Second delivery. If you are not present at the agreed location, date and time, we will call you to arrange a new date and you will be required to pay the cost of the second delivery attempt. If you exceed the seven (7) days of free storage offered by IKEA when agreeing to the new date, you will also have to pay the relevant storage costs.

Changes to the location and date of delivery. You must be present at the address where the service is to be provided at the agreed date and time. Otherwise, you must designate someone to be there on your behalf. If you change the delivery location, your order will be cancelled and we will refund you for the items and services. You must then place a new order and arrange a new delivery date. IKEA must be notified of any changes to the scheduled date, time and location at least 48 (working) hours in advance. (IMPORTANT: check exceptions and special conditions for each type of delivery in Appendix 2). If you fail to notify IKEA within the established time frame, you will be required to pay for re-delivery before the new service is provided and you will also have to pay storage costs.

Please do not set post office boxes or public places as the delivery address. Deliveries to post office boxes or public places are not allowed. If the assembly/installation team must attempt delivery a second time due to a mistake in the information provided, the Customer will pay the cost of the second journey or delivery attempt at the rate specified in the order.

Inspecting your goods at the time of delivery. If arranging a transport and delivery service, the Customer is responsible for checking the number of packages received and any damage visible at the

time of delivery. You will have to sign to confirm that you accept (or do not accept) the number of packages and their condition, after you have inspected the goods. You must use the delivery note that we provide along with the goods to record in writing any visible damage that the packages may have sustained during transport. Any damage to the product that is not visible at the time of delivery will be covered by the legal and commercial guarantees of each product.

Other matters to bear in mind at time of delivery. Furthermore, when you receive the goods, you must agree with the delivery driver: (a) where the delivered products are to be placed, if delivered inside your home; (b) time frames and conditions of use for the building's lifts, freight lifts and courtyards, if any; and (c) any other relevant matters to ensure proper delivery as arranged.

Bulky deliveries. The Customer must check the size and dimensions of the packages of the goods purchased and for which delivery is being arranged. This information is available in IKEA stores and on the IKEA website. The Customer guarantees that the goods, where applicable, are able to enter their house, building or residence, depending on the type of service they have arranged, by customary entry methods (doors, lifts, freight lifts, stairwells). If the goods are unable to enter their house, building or residence once they have been delivered due to their size and dimensions, they will be offered two options, depending on the type of service arranged:

a. leave it at street level, or
b. contract a removal service, with the Customer undertaking to pay the costs of this service (IKEA will provide a quote prior to this service).

Note that the amount that paid for the delivery service in either of the above cases will not be refunded.

Sofa legs. Sofa deliveries do not include the installation of legs or the fitting of covers, which must be arranged separately. Please note that some models cannot be fitted with a cover when the legs are in place. Please bear this in mind if no assembly service is arranged.

15.1.1. For orders with doorstep delivery for medium-sized orders or in-home delivery, if IKEA unsuccessfully attempts to deliver on the date and during the time slot agreed upon with the Customer, the order will be returned to the IKEA warehouse and IKEA will contact the Customer to arrange a new delivery.

15.1.2. For parcel orders with doorstep delivery, the parcel delivery company will make a delivery attempt and if delivery does not take place, the order will be transferred to a delivery point of the parcel transport company, where the Customer will have 10 days to pick it up.

15.1.3. For parcel orders with delivery to a Correos branch, the Customer will have a maximum of 15 calendar days from the date the package arrives at the Correos branch to collect their order.

15.2. DELIVERY METHODS

See Appendix II.

15.3. STORAGE SERVICE

The delivery date may be delayed by contacting IKEA, provided that you give at least 48 working hours

of notice before the scheduled delivery of the order, in which case:

a. You may put back your delivery free of charge over the first seven (calendar) days following your delivery booking.
b. Once this period has elapsed, IKEA will charge the weekly amount for the storage service, as shown on the order document.

The storage service will have a maximum duration of two months from arranging the delivery service; once this period has lapsed, IKEA will cancel your order and reimburse you for the amount paid for the goods and for the service. However, you must still pay the corresponding costs for the storage service as set forth in sub-paragraph b).

16. ASSEMBLY SERVICE

The assembly service may not commence until the entire order and all goods have been delivered.

What does it include? The assembly service includes assembly in accordance with the IKEA instructions, placing the items in the location specified by the Customer, ensuring that they are level and fitting any doors and drawers. The assembly service does not include the removal of packaging, the assembly of pictures, shelves, mirrors, lamps or blinds, or the installation of electrical appliances, flooring, bathrooms etc. (In all such cases you will have to arrange specific installation services).

Anchoring. The assembly service does not include wall installation or anchoring to a wall or ceiling, unless such anchoring is specified in the instructions for the item, in which case it will be compulsory. To help protect the safety of our Customers, the assembly must always be carried out in strict accordance with the assembly instructions. By arranging this assembly service, if the instructions so indicate, the Customer agrees that the items are to be anchored to the wall or ceiling, as appropriate. The consequences of not accepting or allowing the items to be anchored to the wall or ceiling, as the case may be, shall be the sole liability of the Customer, and the Customer shall hold IKEA harmless in such circumstance.

Safety. Safety is a priority for IKEA. The Customer must ensure that the conditions of the space, its access and the height in the location where the arranged services are to be provided are adequate. For example, if the Customer arranges for a 2.36 m PAX wardrobe to be assembled, the Customer must bear in mind that, in order for the wardrobe to be assembled as instructed in the assembly instructions, the height of the room must be at least 2.39 m if the doors are hinged and 2.41 m if the doors are sliding doors; this is the minimum required height assuming the floor is level. As such, when arranging any service, the Customer declares that the location where the service is to be provided meets the necessary size, safety and accessibility conditions.

Therefore, if the access to the location, home or specific rooms where the arranged service is to be provided is unsafe (e.g. due to ongoing construction work in the home or a room), or if the site conditions mean that following the installation instructions would pose a risk to people and/or property (e.g. due to health and hygiene issues; or because the room where the service is to be performed is not completely finished and does not have the corresponding connections installed, such as electricity; or if there are other workers from other companies carrying out work in that room or in the home that could interfere), IKEA may, acting through its service provider, refuse to carry out the assembly or service in question.

However, this refusal shall not constitute breach of contract by IKEA, as the Customer will be refunded the money they have paid, minus the service providers' travel costs as set forth in our rates (and, in any case, of which the Customer will be duly informed before such amount is charged; if the provider assigned to the assembly service is Taskrabbit, this amount is EUR 23). Furthermore, in the case of the in-home delivery service, IKEA may leave the goods in a different room to that initially agreed and the service will be deemed to have been duly provided without this constituting any breach of the delivery contract by IKEA.

Other considerations at the time of assembly. Similarly, at the time of assembly, you must discuss with the delivery driver: (a) where to place the products while they are being assembled; (b) where to place packaging and any other waste during assembly; (c) the direction in which doors are to open (right or left), the position of handrails and accessories; and (d) any other relevant matters to ensure proper assembly as arranged.

17. INSTALLATION SERVICES

17.1. GENERAL INFORMATION ABOUT THE INSTALLATION SERVICE

What does it include? The installation of products purchased from IKEA in accordance with the provisions set forth in the following sections, depending on the type of product in question.

At the time of installation, you must agree with the installer: (a) the rules on the use of electricity and water connections, toilets and access routes to the property; and (b) any other relevant aspects to ensure proper installation as arranged.

The installation service includes:

- Installation of all items listed in the order.
- All necessary fixing and sealing material (and suitable for the support material: plaster, cement, plasterboard, tiling etc).
- All necessary electrical material.
- Removal of all packaging material.
- The installation service does not include: Masonry, decoration, plumbing, electrical and painting work.
- The connection and/or disconnection of gas installations, or the installation of gas appliances (hobs, ovens).

Important: the kitchen to be verified/measured or installed must not be under construction and must have electricity and a water supply in order to provide the services and check the installation.

17.2. KITCHEN INSTALLATION

17.2.1. Service prior to verification/measurement

The Customer must arrange inspection/measuring services before arranging a kitchen installation service, where appropriate.

- If you request an inspection service but do not ultimately arrange the kitchen installation service,

IKEA will charge you for the inspection/measuring service performed. If you arrange the kitchen installation service, the amount charged for the verification/measurement service will be deducted from the price of the installation service.

- If you change your mind about the initial kitchen design after verification has been carried out according to that design, and your changes mean that a second or subsequent verification/measurement is required, IKEA will charge you for each additional verification service.
- If you then arrange an installation service, IKEA will refund you for the first verification and will only charge you for the subsequent verifications.

The results, notes and conclusions of the service prior to the verification/measurement are the exclusive property of IKEA and will be used for the sole purpose of carrying out the corresponding design or making the necessary adjustments to the IKEA kitchen design. The measurements and/or verifications carried out under this service may not be used by the Customer for any purpose other than finalising the kitchen design with IKEA and adapting the kitchen so that it is suitable for installation. Under no circumstances may the Customer make any claim against IKEA for the results, notes or conclusions of this service if the Customer decides to use them, contrary to these provisions, for other purposes, including the creation of a kitchen design with any third party or independently, as the verification and measurement carried out by IKEA is designed solely to be adapted to IKEA kitchens.

17.2.2 Appliance installation service

The appliance installation service includes:

- Connection to the electrical supply (electricity services not included).
- Connection of all IKEA appliances to the water supply and drainage system (maximum distance of 30 cm from the axis).

The appliance installation service does not include:

- Motherboard cable and connection plugs for items that do not include these.
- The connection and/or disconnection of gas installations, or the installation of gas appliances (hobs, ovens). For combined gas/electrical appliances, only the electrical part will be installed.
- Uninstallation of old appliances.

17.2.3. Kitchen worktop installation service

17.2.3.1. Made-to-measure worktops (laminate, solid wood or stone). Inspection:

Countertop inspection service. The inspection service for made-to-measure worktops is where we determine whether the design would work in the kitchen in which the Customer would like it to be installed. This inspection service is separate from the pre-kitchen installation inspection service and is charged in addition to the latter and in addition to the cost of the kitchen installation itself.

As these worktops ware custom-made, once you have signed the validation sheet you will not be able to change the kitchen measurements or the measurements of the worktop itself. The verification of the worktop is done once the rest of the kitchen has been installed, as its measurements depend on how the kitchen has been configured and installed on site.

Worktop installation**.** Installation: once we have completed our inspection, we will send you a document asking you to describe the characteristics of the worktop you have ordered and its measurements (we will provide you with these once the worktop inspection is complete). The Customer acknowledges and accepts that IKEA may carry out the final adjustments, cuts and finishing touches to the worktop after it has been installed in the Customer's home.

Important: the Customer is hereby informed that the delivery time for made-to-measure worktops is longer than the usual delivery time for other IKEA products, since the worktop is tailor-made following the corresponding worktop verification service; this means that, although the arranged service will generally be provided on the date and time indicated in the order document, for custom-made worktops, this period is extended by up to **80 days** from when the Customer makes payment.

17.2.3.2. Pre-cut worktops for preinstalled kitchens

When arranging the installation of a pre-cut worktop for a preinstalled kitchen, it is necessary to verify the space where the worktop will be installed. Therefore, the Customer must purchase the verification service for this space, which is subject to an additional cost as stated in the order document.

17.3. BATHROOM INSTALLATION SERVICE

In order for the bathroom installation service to be provided correctly, the Customer must have the following at the place of installation:

- Electrical power supply.
- Water supply.
- Outlets and drains necessary to complete the installation in accordance with the instructions.

Bathroom installation does not include plumbing work. If the Customer has not arranged the complete bathroom installation service, we will charge you separately for fitting accessories as stated in the order document.

17.4. TAP INSTALLATION SERVICE

If labour or plumbing is not included, you can arrange the tap installation service separately, the price of which is stated in the order document.

17.5. INSTALLATION SERVICE FOR CEILINGS OR WALLS

The installation service for ceilings or walls includes**:**

- Product mounting (ceiling/wall lamps) and electrical connection. IKEA will not carry out any work that involves modifying the existing electrical installation or any electricity services.
- All necessary fixing and sealing material.
- Removal of all packaging material from your home.

18. COLLECTION AND REMOVAL SERVICE FOR ITEMS AND OTHER WASTE

For each new product purchased for which the Customer arranges the transport and in-home delivery service, IKEA offers a removal service to take away items and other waste from the Customer's home (furniture, mattresses, sofas and appliances). These services are only available for certain products,

depending on the channel through which the purchase is made, in particular:

- If the Customer is shopping online (via www.ikea.es), only the collection and removal service for mattresses, sofas and appliances will be available to purchase, and the collection and removal of other furniture cannot be requested.
- If the Customer is shopping in an IKEA store, remotely by telephone or by chat, they will be able to arrange the collection and removal service for furniture, mattresses, sofas and appliances.
- If the Customer is shopping via the IKEA app, they will not be able to arrange any collection and removal services.

The collection and removal service is not available for doorstep, parcel or other deliveries, and is only available for deliveries arranged to inside the home.

To this end, only one product will be removed for each new product purchased, provided that both products are of a similar nature (in size and weight) and have similar features, the product to be removed is in one piece, in a safe and hygienic condition, and the Customer has arranged the in-home delivery service (see special conditions below regarding the collection and removal service for each type of item and other waste).

This collection and removal service excludes stone/ceramic made-to-measure worktops.

The unwanted product will be removed at the same time the new product purchased from IKEA is delivered, at the Customer's home.

The Customer must guarantee that the dimensions of the sofa, mattress, appliance or furniture to be removed allow for its effective removal. Otherwise, the Customer must dismantle the item beforehand by their own means and at their own expense. The removal service for items and other waste does not include any kind of uninstallation, unanchoring or dismantling by IKEA or its delivery service providers for the products to be removed.

These items or waste will be left in appropriate points for proper management.

This collection and removal service for items and other waste does not include the transport of existing items to other premises or addresses.

The appliance and mattress removal service is free for Customers, and the cost of the sofa and other furniture removal service will be provided to the Customer before the service is arranged. The Customer can also check the price of this service at any time on the IKEA website at https://www.ikea.com/es/en/customer-service/services/removal/ or at their IKEA store.

To formalise the Customer's request for this collection and removal service, they must expressly communicate, at the time of placing the order, their wish to use this service by selecting one of the two options that will appear on the screen during the online order process, or by informing the telephone operator or IKEA store co-worker assisting them with the order of the chosen option. The options available to the Customer are as follows:

a. I request removal at the time the new product that I have purchased is delivered. Only one

product shall be removed for each new product purchased, provided that both products are similar in volume and weight; or

b. I expressly state that I do not wish to have my existing product removed.

If the Customer requests removal, the Customer and the transport service provider must complete a delivery note for the unwanted products at the removal location.

If the Customer who arranged the removal service ultimately refuses removal of the product at the time of removal, the Customer must expressly state such refusal in the delivery note for the unwanted products.

The special terms and conditions for the removal of certain products are set forth below:

A. APPLIANCES AND OTHER ELECTRICAL ITEMS

IKEA hereby declares that it is authorised to sell these products according to its registration in the corresponding Integrated Industrial Registry and that the registration number in said Integrated Industrial Registry on behalf of IKEA Supply AG with manufacturer number 4435 is available on the following website:
https://industria.gob.es/registros-industriales/RAEE/Consultas/Paginas/consultasPublicas.aspx

Collection will take place at the Customer's home.

In accordance with WEEE regulations, the transport service provider that delivers IKEA orders is authorised to take the unwanted products of our Customers to the store, to the logistics platform or to recycling facilities.

If the Customer requests removal, the Customer and the transport service provider must complete a delivery note for the unwanted products at the removal location, stating the date of collection, the type of product, the model, the make and the serial number (the latter only if available).

If the Customer who arranged the removal service ultimately refuses removal of the product at the time of removal, the Customer must expressly state such refusal in the delivery note for the unwanted products.

If the Customer does not want the unwanted appliance or electrical or electronic device to be removed, or if the unwanted device is not in one piece, the Customer has one (1) additional month to return the unwanted electrical or electronic device in person directly to any IKEA retailer, presenting proof of purchase for the new equivalent device.

B. MATTRESSES, SOFAS AND OTHER FURNITURE

For the IKEA mattress return service, the Customer must ensure that the mattress being returned is correctly packaged. IKEA reserves the right to reject the return of any incorrectly packaged mattress, without this refusal being deemed a non-compliance by IKEA and without the Customer acquiring the right to any form of compensation. A mattress is considered correctly packaged when it is completely

covered (packaging paper, plastic wrap etc.) with no part coming into contact with the outside.

19. AFTER-SALES

In the event that the Customer has an issue with the management of the delivery or collection of their order or its contents, or with any damage to the goods, a warranty issue or any other matter, they should contact

1. their nearest IKEA store, or
2. get in touch through the chatbot available at the following link: https://www.ikea.com/es/en/customer-service/contact-us/, according to the schedule published at any given time on that link, or
3. the IKEA Customer Service on +34 900 400 922, during the schedule indicated at any time in the link https://www.ikea.com/es/en/customer-service/contact-us/, or
4. email: términos.condiciones.es@ikea.com

The Customer must provide any information deemed appropriate and reasonably requested by IKEA in order to be able to handle their grievance, suggestion or complaint, including, where appropriate, a written description and photographs of any noticeable damage or incident.

20. CANCELLATION AND MODIFICATION OF THE ORDER

Cancellation of the order

IKEA will provide the customer with a link in the order confirmation email that will allow the order to be cancelled, but the Customer may also cancel their order through Customer Service by calling 900 400 922 or at an IKEA store. Cancelling the order also results in the cancellation of any delivery and assembly services arranged.

The order may be cancelled within one hour of it being placed, provided that delivery is not scheduled to take place within 48 (working) hours. In this case, IKEA will refund the full amount of the purchase, including the cost of delivery. If Customers cancel in this way, they will be refunded through the same payment system used at the time of paying for the order, within a maximum period of 14 calendar days from notifying us that they wish to cancel.

Once this deadline of one hour from the order being placed has passed, IKEA can no longer guarantee that the order has not left our facilities. If this is the case, the costs of the goods delivery service previously paid for will be deducted from the amount refunded.

In any event, if the order is cancelled when delivery is scheduled in less than 48 (working) hours, the costs of the goods transport service previously paid for will be deducted from the amount refunded.

Partial order cancellations will not be accepted; in such a case, the Customer must cancel the entire order and place a new order. However, the assembly service may be modified or cancelled separately, without having to cancel the entire order.

Requesting to modify or cancel the assembly service separately

Whenever the service provider associated with providing the assembly service is Taskrabbit, the Customer may:

a. request to modify the date of the service provision at least 24 calendar hours before the service is to be provided, free of charge; otherwise (if the request is made less than 24 hours in advance), the Customer will be charged EUR 23.
b. request that the assembly service be cancelled, free of charge, whereupon IKEA will reimburse the amount paid for this service, if cancelled at least 24 calendar hours before the scheduled date of the assembly service. If the Customer cancels the assembly service without giving the above notice, the fitters' travel costs will be deducted, as set forth in our rates and, in any case, to be duly informed to the Customer before such amount is charged; if the provider assigned to the assembly service is Taskrabbit, this amount is EUR 23.

21. WITHDRAWAL AND RETURN

The Customer will be responsible for any decrease in the value of the products to be returned when this results from them being handled in an improper manner given their respective features and/or functionality, which will lead to IKEA not honouring the right to withdraw or the commercial return guarantee offered by IKEA in these cases.

In order to exercise these rights and guarantees, the Customer must always submit their proof of purchase for the products.

Right of withdrawal

Withdrawal is a right that applies solely and exclusively to remote shopping (online via the website and app, by telephone and by chat). In this case, once the goods have been delivered to their home, the Customer, if they are the consumer, will have 14 calendar days from receipt of the last of the products purchased in the same order to exercise their right of withdrawal.

In the event of a withdrawal, IKEA will refund the Customer, using the same means of payment used by the consumer for the original transaction for the amount of the returned goods and the delivery costs, without undue delay and in any case no later than 14 calendar days from the date on which IKEA has been notified of the Customer's decision to withdraw from the contract.
To exercise the right of withdrawal, the customer must contact IKEA CONTACT SUPPORT CENTER ESPAÑA, C/ Me falta un tornillo 5, Arroyo de la Encomienda 47195 (Valladolid) within 14 calendar days of delivery.

IKEA provides, attached to these terms and conditions, a withdrawal document, which Customer may or may not use for this purpose. The Customer may also send the withdrawal form to IKEA by email to: csc.cancelacionesibes.es@ingka.ikea.com.

The Customer will bear the direct costs of returning the goods should they withdraw. The Customer may also choose to request any of the methods of returning goods available at www.ikea.com/es/en/customer-service/returns-claims/returns/, in which case the cost of the returns will

be at the expense of the Customer, and will be those on the website for each return method. This cost will be deducted from the total amount to be returned to the Customer.
If the nature of the goods is such that they cannot be returned by post, IKEA will cover the cost of returning the goods.

Returns
IKEA has a Returns Policy whereby it offers the Customer the option to return if they have changed their mind about the products purchased. The Returns Policy does not apply to any services arranged, nor to those other products expressly excluded from it. The Customer may consult the terms and conditions of the Returns Policy in force at any time at www.ikea.es

For Customers who are not considered consumers in accordance with current applicable regulations and for those who make purchases through or with the support of the IKEA Business Network:

- the return period will be THIRTY (30) DAYS, meaning that the return period set out in the general IKEA Returns Policy does not apply to these Customers;
- they expressly accept, as an essential condition, that IKEA will not accept from these Customers returns of products that have been previously opened or assembled, even if later disassembled and/or not returned in their original packaging.

If the refund has been processed onto a Refund Card, the Customer is hereby informed that when using Refund Cards as a payment method, the provisions of Spanish Law 7/2012 of 29 October, modifying tax and budgetary regulations and adapting financial regulations to step up efforts in the prevention and fight against fraud, as amended from time to time, must be complied with in all circumstances, as must the limitations set out therein.

22. RETURNS WITH ASSOCIATED REMOVAL SERVICE

Customers who, in accordance with the Returns Policy, wish to arrange with IKEA the collection service for the product to be returned, may do so via the website, by telephone or at any IKEA store, under the conditions set out in this section.

Please note that you will be asked to provide your receipt or equivalent document in order to check that you meet the conditions of the IKEA Returns Policy.

There are two types of removal service for returns:

i. Returns via collection

Arrange a product collection by phone by calling +34 900 400 922. We will send a carrier to pick up your order from the address you choose*.

The cost of collection is **EUR 39**

How to return an item using home collection:

1. Contact us to arrange a return at the link Contact us.

2. Prepare your products. Keep in mind that the items must be in their original condition: with unopened packaging, still in the box, cover or wrapping, and unassembled (they must be unused, in perfect condition, and everything must be present). You will receive all the information from IKEA indicating the date and time the product will be picked up.

   You can request a mattress pickup within the 7-day try-out period. Remember that to return a mattress, it must not show signs of wear and tear, stains or uncleanliness. For the return to be processed correctly, the mattress to be returned must be packaged beforehand (it doesn't matter what material is used, as long as it is completely covered).

3. Give the package to the carrier. On the indicated date and time, the carrier will arrive at your home to collect the product. If you want to change the pickup time, please contact our team at the link Contact us at least 24 hours before your agreed appointment.

4. The carrier we send to your home must check that the box has not been opened or tampered with and that the original packaging is in perfect condition without any damage (breakage, tears, dirt, damp or stains, etc.)

5. If the package is opened, dirty or damaged in any way, the carrier will not collect it from your home. The **EUR** 39 paid for the removal service will not be refundable. If only the packaging has been opened, but it is in perfect conditions, you can visit one of our stores that accepts returns to carry out the process in line with the in-store general returns requirements.
6. If the return appointment couldn't take place due to reasons attributable to the customer, the **EUR 39 will not be refunded and you must arrange the service with its associated costs again.**
7. The amount paid will be refunded by bank transfer. Before this happens, our in-store co-worker team will check that the item is in the aforementioned condition in order to process the return.
8. Once the package has arrived at our warehouses, we will issue the refund order within 7 working days.

*Applicable solely within the Spanish peninsula.

ii. Parcel returns at Correos

In order to make returns using the Correos parcel service, the return must meet the following criteria:

- Once the return request has been made, within the period allowed by the Returns Policy, the Customer has 14 working days to deliver the return to a Correos branch.
- All returned products must be sent in a single package and all products included must correspond to the same order or receipt. Products from different orders cannot be returned in the same package.
- The total weight of the package must not exceed 25 kg. The packaging of each returned parcel must not exceed the maximum dimensions (78.5 cm x 55 cm x 39 cm).
- The cost of the service will be deducted from the total amount of the return once the products have been received and checked in store.

If the returned goods correspond to the item specified in the return order and the item is included in the receipt/order number provided by the Customer:

- For online purchases: the amount will be refunded to the credit card used by the Customer at the time of purchase.
- For in-store purchases: payment will be made by bank transfer (to the account number provided by the Customer upon presentation of the bank account ownership certificate).

If the parcel contains an IKEA item different from the one requested for return by the Customer, and this item is included on the receipt indicated, the amount indicated on the receipt for the item received will be refunded.

If an item arrives in the parcel in poor condition, is not an IKEA item or is an IKEA item but is not included on the receipt indicated by the Customer, no refund will be issued and the Customer will be contacted (using any of the contact details provided by the Customer) to inform them and to give them 30 calendar days to collect the item received. IKEA shall not be held liable if the Customer fails to collect the item within the aforementioned period.

23. GUARANTEE

When the Customer is a consumer, products and services arranged with IKEA are covered by the corresponding legal guarantee, in accordance with Royal Legislative Decree 1/2007 of 16 November.

In addition to the statutory guarantee, IKEA voluntarily offers a commercial guarantee for certain products against defects in workmanship and/or materials (commercial guarantee), the specific conditions of which and its coverage, as well as the maintenance instructions for taking the best possible care of products, are available on the IKEA website at https://www.ikea.com/es/en/customer-service/returns-claims/guarantee/

The commercial guarantees offered by IKEA on its products cover household use. This guarantee will not be applied if there is evidence the product has been used for another purpose, for example a professional use linked to a business activity (except for products tested for that purpose) and wherever it may have been used in public institutions and administrations.

The guarantees apply solely and exclusively within mainland Spain.

The guarantee for products purchased for business or professional use will be regulated in accordance with the provisions of the Commercial Code and the Civil Code.

24. MODIFICATION OF THESE GENERAL CONDITIONS

These General Conditions may be changed by IKEA at any time and without prior notice, to reflect changes in regulations or changes to our services, or for any other reason, so should be reviewed regularly, and always before making a purchase at IKEA.

IKEA will publish the new Terms and Conditions in place of the current Terms and Conditions on the IKEA website so that they can be reviewed by the Customer at any time. The Customer accepts that the General Conditions (and the Terms and Conditions on the website, the Privacy Policy and the Cookie Policy), which are available on the website at all times, will apply, and that acceptance of these Conditions is a prerequisite when making a purchase at IKEA.

IKEA assumes no liability for any damage or harm that may be caused by exercising this authority.

25. APPLICABLE LEGISLATION. SUBMISSION TO JURISDICTION

These general Terms and Conditions are governed by applicable Spanish legislation with respect to any aspects that are not provided for herein in terms of their interpretation, validity and implementation.

In the event of a disagreement arising from the purchase of products and the contracting of services remotely in accordance with these General Conditions, and for the resolution of any conflicts, the parties undertake to submit, and waive any other jurisdiction to which they may have a right, to the courts and tribunals of the city corresponding to the home address of the consumer Customer. In the case of non-consumer Customers, the competent Courts and Tribunals will be those set forth in the applicable regulations for each case.

26. MISCELLANEOUS

Unless expressly agreed by the party in question, the Customer is not permitted to capture and/or record the session or provision of the relevant service, nor are they permitted to reproduce or share such images or recordings, in whole or in part, regardless of the means or device used. Any undue actions shall be considered a violation of the current regulations and the relevant legal liability may ensue.

Latest update: 15 December 2025

APPENDIX 1.- Template withdrawal form

This form must only be completed and sent if you wish to withdraw from the contract.

For the attention of:

IKEA IBÉRICA, S.A. – REMOTE CUSTOMER MEETING POINT
C/ Me falta un tornillo 5
47195 - Arroyo de la Encomienda (Valladolid)
Phone: xxxx – xx xx xx
terminos.condiciones.es@ikea.com

I hereby inform you that I withdraw my purchase and sale agreement for the following order and the goods and services included therein:

Order no.: _____ Received on: _____

Consumer's name: _____

Consumer's address: _____

Consumer's signature: Date: _____
(Only if this form is submitted on paper)

APPENDIX I — DELIVERY METHODS

A2.1. SUMMARY OF THE AVAILABLE DELIVERY METHODS DEPENDING ON THE TYPE OF PRODUCT PURCHASED

Doorstep delivery for small package orders
Provided the service is available, orders weighing less than 25 kg in which none of the items exceeds 78.5x55x39 cm will be sent by parcel service. All details of the item's size and dimensions can be found by clicking on "See more product information" on the product page. Household appliances and items for which optimal delivery conditions cannot be guaranteed are excluded from this delivery method.

Doorstep delivery for medium orders
We will deliver the orders that meet these criteria to your home, with delivery to your doorstep:

- Maximum total weight: 100 kg
- Maximum weight of each item: 25 kg
- Maximum length of each item: 150 cm

In-home delivery
This is available for medium and large orders (all those that exceed the characteristics of medium orders), but not for small package orders.

Express delivery

Available with in-home delivery for orders that meet the following conditions:

Maximum total weight: 155 kg

For delivery to postcodes within a range of approximately 25 km from the IKEA store that offers this type of delivery. Check whether your postcode is on the list of areas where this service is available here.

24-hour delivery.

This service is always subject to availability based on delivery capacity and time slots.

The Customer may not make any changes to the delivery location, date or time, nor may they cancel the arranged delivery service (see section entitled "Cancellation"), as the short delivery time requires that the procedures for its fulfilment begin as soon as it is arranged.

Click & Collect
We will receive the order and have it ready for Customers to collect from the IKEA store of their choice.

Service only available at authorised stores. Customers can check the availability of the service at the store of their choice in the shopping cart.

Click & Collect – Locker
We will pick your order and leave it for you in the lockers outside our stores. When the order is ready, we will send a text message to the phone number provided by the customer with the code to open the locker and collect the order. The opening of the locker with the indicated code automatically implies the acceptance of the goods and any incident related to the collected order must be reported to the Customer Service Department on the day of collection. The code provided by IKEA is personal and non-transferable and IKEA is not responsible for any transfer, disclosure or misuse of the code by the Customer or any third party.

Service only available at authorised stores. Customers can check the availability of the service at the store of their choice in the shopping cart.

Click & Collect Pickup Point
We will deliver your order to the collection point of your choice.

Service only available at authorised collection points. The Customer can check the availability of the service at the collection point of their choice in the shopping cart.

Parcel delivery to Correos post office
All home deliveries weighing less than 25 kg in which none of the items exceeds 78.5x55x39 cm will be sent by parcel service for collection at Correos post offices. All details of the item's size and dimensions can be found by clicking on "See more product information" on the product page. Household appliances and items for which optimal delivery conditions cannot be guaranteed are excluded from this delivery method.

A2.2. OPERATIONAL DETAILS OF THE DIFFERENT TYPES OF THE DELIVERY METHODS

A2.2.1. CLICK & COLLECT. COLLECTION OF ITEMS IN STORE, LOCKER OR COLLECTION POINT

This delivery method is only available with a minimum spend of TEN EURO (EUR 10.00) on IKEA products (retail price) at any given time, calculated after any discounts, promotions or taxes have been applied to the final total and before any service charges or shipping costs have been applied. For orders under this amount, delivery and shipping services (except Click & Collect) will not be offered. For clarity, for "New lower price", "Special offer", "Outlet" or "Last chance" items, the price used to assess compliance with this minimum will be the retail price at the time of purchase and not the stated "Previous price".

When placing the order, the Customer must choose the date they wish to collect it. After paying, the Customer will receive confirmation by email that will include the products purchased and the collection date.

The Customer must collect the products on the collection date at the IKEA store, locker or IKEA collection point chosen by the Customer, during the hours that the store, locker or collection point is open for collection from the designated collection points.

For the In-Store Collection and Locker options, the order will be available to the Customer within the chosen time frame, with a minimum order preparation time of 24 hours.

If the Customer does not collect the goods on the collection day from the Customer's IKEA Store, locker or collection point, IKEA will remind the Customer to collect the order via text message, email or telephone. Customers may collect their order within a maximum of 24 hours from their chosen collection date, within the collection opening hours of the stores as indicated at https://www.ikea.com/es/en/customer-service/services/delivery/

If the Customer does not collect the order within 24 hours of the chosen collection date, the Customer will be deemed to have cancelled the purchase and IKEA will terminate the contract and cancel the order, refunding the amount using the same method of payment method that was used to make the purchase. The refund will be made by IKEA within a maximum of three (3) working days from the maximum time the Customer has to collect the goods, or from the time the goods are received in one of our stores in the case of purchases made at one of our collection points. In this case, the cost of the

service provided will not be refunded.

In order to collect the goods from IKEA stores, lockers or collection points, the Customer must provide ID, showing, where appropriate and for the Customer's own security, their national identity card, EU residence card, passport or, if they are acting on behalf of a legal person, a valid document proving their authority to act on behalf of the legal person. If a Customer designates a third party to collect their order, the latter must present a copy of or the order or order number to identify the order, as well as one of the identity documents indicated above.

A2.2.3. DELIVERY BY HOME DELIVERY SERVICE OR CORREOS PARCEL SERVICE

IKEA offers the possibility of arranging delivery services for items purchased at IKEA, as well as other additional services, as provided for under these conditions.

The following documents form part of these General Terms and Conditions: (a) the purchase order, (b) the document/order specifying the services ordered by the Customer, their price and the agreed date for their provision, and (c) any other attached document signed by the parties, if any, relating to or further developing the services provided.

By accepting these conditions, the Customer authorises the service to be provided by third parties designated by IKEA. In addition, the Customer agrees with the conditions set out below, and the accuracy of the data provided.

Depending on the delivery method selected by the Customer, the following will apply:

- **For parcel orders with doorstep delivery:**

This delivery method is only available with a minimum spend of TEN EURO (EUR 10.00) on IKEA products (retail price) at any given time, calculated after any discounts, promotions or taxes have been applied to the final total and before any service charges or shipping costs have been applied. For orders under this amount, delivery and shipping services (except Click & Collect) will not be offered. For clarity, for "New lower price", "Special offer", "Outlet" or "Last chance" items, the price used to assess compliance with this minimum will be the retail price at the time of purchase and not the stated "Previous price".

Delivery times: we offer a maximum delivery time of 30 days from the date of the order, from Monday to Friday, in mainland Spain. Customers can track their delivery using our Tracker: Track and manage your order | Purchase history (ikea.com).

In addition to the above, service times available may be longer than usual, according to the information and time frames provided, which you can check, depending on your order.

Once the carrier receives the purchase at its premises, Customers will receive a notification of the final delivery date. This will contain a link to the carrier's website, where Customers can change the delivery address to a convenience point up to one (1) hour in advance of the given delivery date. In this case, the parcel delivery service must be arranged within five days of the date on which the initial order was placed, and the Customer will not be liable for any modification charges.

On the date of delivery, the Customer will receive another notification informing them of the time slot in which delivery is scheduled. In the event that this time slot is not suitable for the Customer, the Customer may modify the delivery address, date or convenience point up to one (1) hour in advance of

the delivery time.

The package delivery company will make a delivery attempt and, if delivery is unsuccessful, the order will be sent to a location indicated by the parcel delivery company where the Customer can collect it within a maximum of ten (10) days. As soon as the package is received at a parcel company's location, the Customer will be notified by text message/email of the address where they can collect it.

In the event that it is not possible to arrange a new appointment or the service cannot be provided due to a cause attributable to the Customer, the order will be deemed cancelled, and the Customer will assume the cost of the previously paid delivery service. Once said period has elapsed, IKEA will refund the amount of the goods in the initial order to the Customer within three (3) working days from the receipt of the goods by IKEA, to the same account/card or method through which the order was paid.
All orders are subject to products being available. In the event of any difficulties in supplying the products or if there are no items in stock, the conditions in the Section *Availability of products* will apply.

IKEA will provide the Customer with a link in the order confirmation email that can be used to cancel the order. The order can be cancelled within 1 hour of placing the order, provided that the order is cancelled more than 48 hours before the delivery date. In this case, IKEA will refund the full amount of the purchase, including the cost of delivery.

- **For the parcel service with delivery to Correos post office:**

This delivery method is only available with a minimum spend of TEN EURO (EUR 10.00) on IKEA products (retail price) at any given time, calculated after any discounts, promotions or taxes have been applied to the final total and before any service charges or shipping costs have been applied. For orders under this amount, delivery and shipping services (except Click & Collect) will not be offered. For clarity, for "New lower price", "Special offer", "Outlet" or "Last chance" items, the price used to assess compliance with this minimum will be the retail price at the time of purchase and not the stated "Previous price".

Delivery times: a maximum delivery date of between three (3) and five (5) business days from the date of placing the order is offered, Monday to Saturday, in mainland Spain. There are 2,300 Correos post offices available to choose from in mainland Spain. During the purchase process, up to 20 post offices are shown within a radius of 500 km.

On the same day that the purchase arrives at the selected Correos post office, the Customer will receive an email notification.

If a Customer designates a third party to collect their order, the latter must be able to present authorisation for the collection and a copy of the national ID card/foreign ID card/passport belonging to the recipient of the order.

If the purchase has not been collected within five (5) calendar days of the date of receipt at the Correos post office, the Customer will receive a second notification by email.

After ten (10) calendar days, Correos will return the order and inform the customer that the purchase has been cancelled and that the amount paid will be refunded, with the exception of transport costs.

- **For the doorstep delivery service for medium-sized orders, in-home delivery:**

This delivery method is only available with a minimum spend of TEN EURO (EUR 10.00) on IKEA products (retail price) at any given time, calculated after any discounts, promotions or taxes have been applied to the final total and before any service charges or shipping costs have been applied. For orders under this amount, delivery and shipping services (except Click & Collect) will not be offered. For clarity, for "New lower price", "Special offer", "Outlet" or "Last chance" items, the price used to assess compliance with this minimum will be the retail price at the time of purchase and not the stated "Previous price".

This is the service applied for in-home delivery when parcel characteristics are exceeded.

1. The delivery date agreed with the Customer may be changed at the Customer's request, provided that the new date is agreed with IKEA at least 48 hours before the original delivery date.

2. If the Customer changes the place of delivery, this may involve additional costs depending on the new area designated for the Service, in which case the Customer will be informed in advance of the costs of changing the place of delivery for prior acceptance.

1. If the Customer is absent on the agreed date and time, IKEA will contact the Customer by telephone to arrange a new date within the indicated time limits. In this case, the cost of a new delivery service must be paid.

2. Services are charged and paid for at the time of the purchase of the service. IKEA will not accept subsequent payments from a Customer as a collection for an additional service, unless it can be justified by an invoice for the relevant service. IKEA will only be liable for the services contracted directly with IKEA, and under no circumstances for any additional or third-party services that are not contracted to IKEA.

3. IKEA will provide the Customer with a link in the order confirmation email that can be used to cancel the order. The order may be cancelled up to one (1) hour after the order is completed. In this case, IKEA will refund the full amount of the purchase, including the cost of delivery.