

Hej Welcome to your IKEA Business Network account

Thank you for creating an IKEA Business Network Account (the "**Account**"). Your Account will provide you with access to a variety of useful services for your business, including purchase history, latest news and trends, inspiration for your business, and all exclusive IKEA Business Network benefits and offers.

1. Legal matters.

The following terms and conditions constitute a legally binding contract between the entity or professional opening the account (the "**Customer**") and IKEA IBÉRICA, S.A., single-member company, with CIF (Certificado de Identificación Fiscal – Spanish tax identification number) A-28812618, with registered office at Avenida Matapiñonera 9, 28703, San Sebastián de los Reyes, Madrid (Spain), and registered in the Madrid Mercantile Register under Volume 1251, Folio 102, Sheet 23549 ("**IKEA**", "**About us**").

"Customer" will be understood to mean, but is not limited to, mercantile companies, other legal persons and self-employed persons who have a business and/or perform a professional activity and who are not considered to be consumers under Article 3 of the Spanish General Law for the Defence of Consumers and Users and other complementary laws, approved by Royal Legislative Decree 1/2007 of 16 November.

By accepting these Terms and Conditions and/or simply creating or using an Account, the Customer declares and guarantees to IKEA that they do not have the aforementioned status of consumer.

The Terms and Conditions govern the Customer's access to and use of the Account and its functionalities. IKEA may, at its sole discretion, modify these terms and Conditions at any time. For example, if IKEA services and functionalities change, or account benefits are modified, in the exercise of the associated rights, etc., or when IKEA offers new services. Any change will be effective as of 14 days following the date on which IKEA publishes or communicates the updated Terms and conditions, or the changes made to services, functionalities, benefits, rights, etc. If the Customer does not accept the changes, they are entitled to delete their Account, losing all rights inherent to their status as Customer. If the Customer uses the Account (this includes accessing it without deleting it) following notification of the updated Terms and Conditions, the Customer will be deemed to have agreed to the updated Terms and Conditions.

If the Customer wants to share feedback, comments or questions regarding the Account, they should contact Customer Service, whose contact details can be found at www.IKEA.es.

2. The Account

The Account, in addition to giving access to benefits and offers specific to the IKEA Business Network, allows Customers (as defined in this document) access to an exclusive shopping platform for IKEA Business Network Customers (<https://ifb.ikea.com/es/en/home>) to purchase products and services for business and/or professional purposes, and to access and use a series

of features and services designed for them, in accordance with the conditions outlined herein. The IKEA Business Network is specifically designed for small and micro businesses, without prejudice to other entities and professionals using it.

To link the Customer's purchases to the Account, the Customer provide account details at the payment stage.

- For online purchases, this is done by entering the IKEA Business Network card number in the corresponding field at the time of payment, both on IKEA.es and on the exclusive shopping platform for IKEA Business Network Customers (<https://ifb.ikea.com/es/en/home>).
- For in-store purchases, this is done by scanning the IKEA Business Network card at the payment counter.
- For customer purchases made through remote channels (telephone or remote sales), the Customer will need to provide their IKEA Business Network card number to the IKEA co-worker assisting in the purchase process.

It is important to remember to do this as, due to technical reasons, we cannot register any purchases retroactively.

Upon creating their Account for the IKEA Business Network, the Customer must provide accurate, up-to-date and complete information, including the name and email address of the entity or professional, the name and surname of the user opening the Account and the Customer's tax address and identification number. The Customer undertakes to keep IKEA updated of any subsequent changes to such information. The Customer can also add their favourite store, which IKEA will use to send them information on events held at their local store and other store-related information.

By registering an Account, the Customer confirms that the person registering the account has the authority and powers of representation to bind it to the Terms and Conditions, and that the Customer is eligible to open the account and takes responsibility for such action. The Customer also declares that they have all the necessary rights, power, and authority to assume and perform its obligations under these Terms and Conditions.

The Account is non-transferable and may be used and accessed only by the Customer, directly and exclusively for its own business purposes. The Customer acknowledges that the Account may under no circumstances be used for reselling IKEA products or services to third parties.

3. Account management

The Customer can choose to have several users connected to their Account including several users with administrative rights. The person who first creates the account will automatically become the administrator of the Account. The Customer must always have at least one user with administrative rights. The administrator will be able to (i) invite other employees of the Customer to become Account users or administrators; (ii) delete individual users; (iii) and view the Customer's entire purchase history, including the name of the persons who have placed an order. A regular user can only see their own activities on the Account.

Each user will have a unique IKEA Business Network member number/card (the "**Card**") that shall be used to identify the Customer as a member of the IKEA Business Network. The Card (the IKEA Business Network member no.) is non-transferable and can only be used by the person whose signature is on the card. The Card is not a debit, credit or secured credit card; it is not considered a means of payment; it cannot be used to offset outstanding balances of any type or cause, including those arising from financed purchases; nor is the value of any discount redeemable for cash.

The administrator is responsible for ensuring that all users of the Account are approved by the Customer or authorised to act on behalf of the Customer. If the Customer fails to comply with the above condition, they will be liable to compensate IKEA for any damage it suffers.

IKEA will store and process the personal data of the individual users of the Account. The Customer hereby confirms that it will make any such individuals aware of the content of the Privacy Policy:

ES: <https://www.ikea.com/es/es/customer-service/privacy-policy/>

EN: <https://www.ikea.com/es/en/customer-service/privacy-policy/>

EU: <https://www.ikea.com/es/eu/customer-service/privacy-policy/>

CA: <https://www.ikea.com/es/ca/customer-service/privacy-policy/>

GL: <https://www.ikea.com/es/gl/customer-service/privacy-policy/>.

4. Acceptable use

The Customer shall only use the Account for authorised business, professional and/or commercial purposes, such as for purchases (by accessing the exclusive shopping platform at <https://ifb.ikea.com/es/en/home>), to use planning tools or to communicate with IKEA. The Customer must not (and shall ensure that its users do not, hereby accepting responsibility for their actions) misuse or tamper with the features and services to which it has access through the Account (i.e. hacking, introducing viruses, Trojan horses, worms, logic bombs, carrying out denial-of-service attacks or any other technologically harmful practice or materials) or otherwise tamper with our technologies or features.

The Customer is responsible for all activities that occur on the Account and shall ensure that all users maintain the confidentiality of their individual passwords. If the Customer believes that an unauthorised person has gained access to a password and/or the Account, the Company must immediately contact IKEA's Customer Service Department, whose contact details are available at www.ikea.es, and change any compromised passwords. The Customer will ensure all users always log out of the Account after each use. IKEA will not be responsible for any loss or damage arising from the Customer's failure to comply with these Terms and Conditions.

The Customer's username and password are confidential information that, to avoid fraudulent or incorrect use, must not be disclosed by the Customer, its administrators or its authorised users. The Customer will promptly inform IKEA if they lose their login credentials or a third party

is attempting to enter or misuse the Account. IKEA will not be liable for any Account misuse or fraudulent use that does not arise from gross negligence on its behalf.

It will be the Customer's responsibility to inform IKEA of any changes to the information provided and linked to the Account, keeping all information up-to-date.

The Customer is solely responsible for the use and safe-keeping of the card from the moment it is delivered. Following delivery, IKEA is not responsible for anything that happens to the card or for any misappropriation of benefits or rights carried out using the card. IKEA is not responsible for any direct or indirect use of the card by third parties.

5. Copyright, trademarks and patents

The title, ownership, rights and intellectual property rights of the Account, ikea.com and the IKEA brand shall remain the property of IKEA or its franchisor, Inter IKEA Systems, B.V. In this respect, the IKEA brand and logo are property of Inter IKEA Systems, B.V. and any use for any purpose whatsoever is strictly prohibited.

The use of the Account does not give the Customer the right to use or reproduce any of our copyrighted materials, trademarks, service marks, patents or other proprietary rights or materials. In addition, the Customer confirms that it will not use its relationship with IKEA for marketing or funding purposes or as a reference in any presentation or press release. Nor shall the Customer use (either on the Internet or any via other method of communicating with the public) any trade name, trademark, service mark, logo or other distinctive brand feature of IKEA, Ingka Group or Inter IKEA Group.

6. Termination and suspension of the Account

The Customer may terminate the Account at any time by deleting it. If the Account is suspended, the Customer will not benefit from the services, benefits and rights of the Account and will automatically lose all rights and benefits derived from their Customer status.

IKEA may, at its sole discretion, terminate or suspend the Customer's Account by informing the Customer's Account administrator(s) should any of the following situations arise: (a) if IKEA sees, or has reasons to believe, that the Customer is using the Account in breach or violation of these Terms and Conditions; (b) if IKEA reasonably suspects that the Customer is engaging in fraudulent activities, or activities with fraudulent intent; (c) any other use of the Account that is not acceptable to IKEA; or (d) if the Company has been inactive for more than thirty-six (36) months. By "inactive", we mean that the Customer has not interacted with IKEA through the Account during this period (e.g. logging in to the Account or opening our emails).

IKEA also reserves the right, with or without notice, to remove or edit content, modify, suspend or discontinue the availability of any feature, right or service and to charge or stop charging for any service provided in the Account.

Upon termination, the Customer will no longer be able to benefit from the IKEA Business Network benefits and offers, and will lose all rights derived from their Customer status (according to the

terms defined herein), and this will immediately apply to all users connected to the Customer's Account.

Sections 5, 6, 7, 8 y 9, by their very nature and content, shall remain in force after the termination or expiration of these Terms and Conditions.

It is advisable that, notwithstanding any communications or publications that may be made by IKEA to this effect, the Customer review the Terms and Conditions regularly, in case they have been modified.

7. Indemnification

The Customer 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 from, or in any way in connection with any of the following (the "**Claim**"): (a) the Customer's access to or use of the Account, including related information provided, in particular which is provider in a fraudulent manner or with fraudulent intent; (b) the Customer's breach or alleged breach of these Terms and Conditions or applicable law; and (c) any misrepresentation made by the Customer.

8. Limitation of liability

To the extent permitted by applicable legislation, IKEA will not be liable to the Customer for any damages of any kind, including, but not limited to, any indirect, special or consequential damages, arising from the use or inability to use the Account, even if IKEA has been informed of the possibility of such damages or any third party claim. IKEA does not guarantee that any of the products or services purchased by the Customer from IKEA are suitable, appropriate or legal to use in business or professional operations.

9. Applicable legislation and conflicts

These Terms and Conditions shall be governed by the laws of Spain, notwithstanding any rules or principles on conflicts of laws. Any dispute, claim or controversy arising from or relating to these Terms and Conditions shall be resolved by the applicable courts, in accordance with applicable legislation.

10. IKEA Business Network benefits

The benefits and offers may change over time, and IKEA reserves the right to add, modify or remove benefits, rights and services as it sees fit, including the conditions to enjoy and access them. Certain benefits, rights and services are only offered to the Customer at a given time. Any attempt to circumvent this right will be considered a breach of these Terms and Conditions and may void the Terms and Conditions.

[My IKEA Business Network Page](#)

As a Network member, the Customer will have access to the My IKEA Business Network Page, where all information about membership, purchase history (provided that they were logged in as an IKEA Business Network Customer when making the purchase in accordance with the provisions of these terms and conditions), current offers and benefits, and much more, is available.

Discounts and offers on products and services

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

Offers, discounts and services will change over time and may also differ from store to store. Information on our current offers, benefits, discounts and services can always be found on the My IKEA Business Network 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 such as 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 Customer is prohibited from downloading, copying, recording, sharing, distributing, selling, exploiting in any form or otherwise making available any of the content of "Learn with IKEA" to anyone who is not an employee of the Customer. The Customer is responsible for how their employees use such content.

People Perks programme

We care about businesses and professionals, but we care even more about people! For this reason, we want to give IKEA Business Network members the possibility to create a better everyday life for their employees. We have teamed up with our partner VIP DISTRICT S.L. ("**VIP DISTRICT**") to offer our Network members discounts or offers on VIP DISTRICT programme (we call it "**People Perks**"). Information about People Perks is found on the My IKEA Business Network page. The page will be made available via a link to the VIP DISTRICT website. VIP DISTRICT offers "People Perks" directly to Customer employees and all People Perks are subject to VIP DISTRICT terms and conditions. IKEA takes no responsibility for the People Perks programme, its arrangement, use and benefit, termination, etc. Please note that the People Perks programme has been arranged exclusively for IKEA Business Network members, and that the Customer is

prohibited from making "People Perks" available to anyone who is not an employee of the Customer.

Exclusive shopping platform for IKEA Business Network Customers.

Customers with an IKEA Business Network Account can access the exclusive shopping platform (<https://ifb.ikea.com/es/en/home>) to purchase IKEA products and, as the case may be, services. Use of the "BOX" shopping Platform implies full and unqualified acceptance by the Customer of the terms and conditions that govern the Platform, which are available on the platform itself and are accessible through the Customer's Account and at <https://ifb.ikea.com/es/en/home>.