



IKEA Lakberendezési Kft.

General Terms and Conditions Online Order with Delivery Services

IKEA Home Furnishings Ltd.

Headquarters: 22 Őrs vezér tere, Budapest 1148 Phone number: +36 1 8089 230

Online contact: ikea.info.hu@ikea.com

These General Terms and Conditions (hereinafter referred to as "GTC") will come into effect on 19th June 2026. These terms apply to the electronic commercial services provided by IKEA through its online store. IKEA Home Furnishings Ltd. is a member of the National Trade Association.

Hosting Service Provider Company Name: IKEA IT AB

Contact: data.privacy.hu@ikea.com

Headquarters: Ikeagatan 7, SE-343 81 Älmhult, Sweden

IKEA reserves the right to modify or supplement these General Terms and Conditions. The amendments or supplements will be available on the www.ikea.hu website. Any changes to these General Terms and Conditions will not apply to orders placed before the effective date of such modifications or supplements, except as required by law.

1. General Provisions

These GTC apply to online purchases made from the webshop available at www.ikea.hu. Products can be ordered under the conditions specified in the GTC. Products listed in Annex 1 are not available or cannot be ordered online. Basic characteristics and other essential information about the products can be found on the IKEA website (www.IKEA.hu). On days when the store is closed (including public holidays, December 24, and December 31), customers can place orders online. However, IKEA will not process the assembly, handover, and delivery of goods on these days.

These GTC contain the rights and obligations of IKEA, as the seller (hereinafter: IKEA or the Company), and the customer, as the customer. Consumers and non-consumer organizations and legal entities are also entitled to purchase online (hereinafter collectively referred to as Customers). The provisions of these GTC apply to non-consumer Customers with the exception that the provisions of these GTC that specifically apply to consumers according to laws and IKEA's regulations do not apply to non-consumer Customers. A consumer is a natural person who acts outside his profession, independent occupation, or business activity, and who enters into a contract or other commercial relationship with IKEA.

1.1. Customer Declaration

By placing an order, the Customer, whether a Consumer or a non-consumer Customer, acknowledges that they have familiarized themselves with these GTC and their appendices, as well as the provisions of the Data Privacy Policy, and expressly accepts them as valid at the time of placing the order. Both documents can be accessed by clicking on the respective link, found where the order is summarized, downloaded from there, and printed by clicking on the print button. The acceptance of the documents is done by checking the designated checkbox. Only individuals who have reached the age of 18 can place orders from the IKEA online store.

The Customer acknowledges that IKEA is the exclusive distributor of the IKEA product range, and the Customer is not entitled to resell (wholesale) or lease IKEA products either within the territory of Hungary or abroad for third parties.

By placing the order, the Customer confirms and declares that they are purchasing the IKEA product(s) solely for their own use and that the product(s) purchased from the IKEA website (www.ikea.hu) will be and remain the end-user, and that the product(s) will not be involved in their own business activities in such a way that it involves the transfer of the product(s) to third parties, especially for the purpose of selling or leasing them to third parties.

The purchase of products specified in IKEA's offer does not grant the Customer the right to use the trademarks, business names, logos, etc., of IKEA or businesses in contractual relationships with IKEA.

2. Order

The display of products on www.ikea.hu is for informational purposes only. The display of products cannot be interpreted as an offer. Products are displayed with photographs and other information (product name, price). IKEA reserves the right to limit the quantity of certain products that can be purchased through the www.ikea.hu e-shop. The limitation is indicated in the relevant product.

2.1. Placing an Order

Registration is not required to place an order, but the Customer must provide their details, including personal data necessary for the order, in advance. Please note that if you do not provide your details, you will not be able to use the service.

Before finalizing the order, the Customer can review the entered data and, if necessary, make modifications. The Customer selects the desired "delivery/pick-up date" to indicate the expected pick-up date. For Home Delivery services, the Customer can change the delivery date or time frame until the order is finalized.

Products are ordered by placing them in the shopping cart and filling out the order form, including settling the purchase price after selecting the payment method on the Payment tab. Tools for identifying and correcting data entry errors:

The Customer can correct data entry errors at any stage of the order process and before submitting the order to IKEA – which is done by making the payment – by

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clicking on the "Edit" button to modify billing details.

The Customer's data can be edited or modified at any time when placing an order (by clicking on the "Edit" button or the browser's "Back" button) in the section for delivery address/billing details.

By accepting the provided data and the Privacy Policy, the Customer can proceed to payment by clicking the "Next" button. The items to be ordered can be removed or modified during the order process by returning to "Your Order" or clicking the "Edit" button. After placing the order, the Customer can inform IKEA of any data entry errors via the IKEA website at www.ikea.hu/contact. If the Customer fails to do so, IKEA will not be responsible for any resulting consequences.

The Order can be placed after selecting the payment method and accepting the General Terms and Conditions, following the payment on a secure banking page.

If the selected item is out of stock or there is insufficient stock to fulfill the ordered quantity, IKEA will inform the Customer accordingly before the order is placed. In this case, the system will indicate that some products are not available. The Customer can proceed with the order by clicking on the "Remove Missing Items" button.

Once the order is placed, it cannot be modified. Upon acceptance of the order, IKEA will send a confirmation email to the Customer. The current version of the GTC and its appendices, along with the warranty information, which is Appendix 2 of the GTC, will be attached in PDF format to the confirmation email. Additional general information on warranties and complaints can be found at the following link: <https://www.ikea.com/hu/hu/customer-service/returns-claims/return-policy/>.

The concluded contract is not considered a written agreement, but IKEA records it solely to ensure the successful fulfillment of contractual terms and obligations. The purchase contract is in Hungarian. The contract between IKEA and the Customer is governed by Hungarian law. The provisions of Government Decree 45/2014 (II.26) must also be applied to contracts with consumers.

2.2. Waiting list

In cases where not all products were available in stock at the time of purchase, IKEA will compile a waiting list for those warehouse items for which an expected arrival date is already known. It is important to know that only the products currently in stock can be purchased. The waiting list does not constitute an offer or reservation, and the prices of the products listed on it may vary depending on the prices valid on the day of purchase. Once all the products on the waiting list are available, IKEA notifies the Customer by phone – or by email if the Customer is not reachable. When ordering the products, the Customer can choose between two delivery options: Home delivery on the chosen day to the first lockable door, and Home delivery on the chosen day to the selected room. For these orders, there is no option to choose a different delivery method or personal pickup. IKEA sends a payment link to the Customer, through which they can purchase the products with home delivery service. The products are only removed from stock at the time of payment, and if no purchase is made, the waiting list is deleted after 8 days.

3. Ownership

By entering into the purchase agreement, IKEA undertakes to deliver the products forming the subject of the purchase and allows the Customer to acquire ownership of the product. Ownership of the product is transferred to the Customer upon delivery. IKEA is obliged to hand over the products, including the relevant documents, to the Customer. The products are considered handed over to the Customer at the time of personal pickup or delivery.

4. IKEA offers the following delivery methods:

4.1. Personal Pickup (Click&Collect)

IKEA informs the Customer separately via email when the product is ready for pickup. The Customer is obligated to pick up the selected product no later than on the selected pickup date. IKEA will notify the Customer by email in advance or on the selected pickup date if pickup is not possible on the selected date. In exceptional cases, the preparation time may differ from the planned date. The handover of the product does not include assembly or installation of the products. The Customer will receive instructions for use and assembly in Hungarian along with the products. These instructions are also available on the www.ikea.hu website. Upon handover, the Customer is obliged to carefully check the number and integrity of the packages. In case of damaged packaging or missing packages, the Customer must inform the IKEA outlet responsible for order issuance during pickup.

IKEA's registered office or branch office is considered the place of handover, which the Customer designates in the order, including the Budaörs store, Sport utca 2-4, 2040 Budaörs; the Budapest store, Örs vezér tere 22, 1148 Budapest; the Soroksári store, XXIII. Vecsési út, HRSZ: 195836/32, 1239 Budapest and Batorbágy external warehouse :2051 Batorbágy, Huber utca 5.

The Customer is obligated to pick up the products no later than on the selected pickup date, unless IKEA informs the Customer in accordance with the provisions of these GTC that pickup is possible at a different time (delivery deadline). If the Customer does not pick up the products on the selected pickup date or by the specified delivery deadline, IKEA will store them for one additional business days. If the Consumer or non-consumer Customer does not pick up the product on the selected pickup date or at the time specified by IKEA as described above and the Consumer does not exercise their right of withdrawal, in this case, IKEA is entitled to exercise its right of withdrawal in accordance with these GTC.

The current cost of preparation is available on the IKEA website. Before submitting the order, the Customer will be informed whether the current cost will be charged or not.

The Company answers the questions of Customers at +36 1 808 9230 during working hours, or via www.ikea.hu/kapcsolat, and in person at any of the Company's stores in Hungary. Further information is available at www.ikea.hu/aruhazak.

When placing an order, the Customer is entitled to designate a third party for personal pickup. IKEA is entitled, but not obliged, to identify the person picking up the goods, that is, to check an identity card or other similar official document. IKEA expressly disclaims liability for any abuse that may arise when presenting the confirmation or during the product handover. The Customer is responsible for treating the order confirmation as confidential and for disclosing it only to the person designated by them in the order for product pickup.

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4.2. Types of Home Delivery Services

General Provisions Applicable to All Home Delivery Services

For home delivery services, the Company will only accept the Order if the value of the ordered products, including all discounts (including discount coupons) and VAT exceeds HUF 2000. If this condition is not met, the Customer may only order the Click and Collect Service. The Company fulfills online orders from the inventory of its Soroksár store.

In the order process, the Customer provides all necessary contact details for the delivery of the goods, including full name, telephone number, delivery address, email address, and billing details.

For delivery services on a selected date, the Customer specifies a preferred delivery date and time (the estimated delivery date), based on which IKEA confirms the final delivery date and time. The Customer undertakes to ensure receipt of the goods at the specified date and time. IKEA charges a single delivery fee for all items included in one order.

For delivery services within 10 business days, the Customer selects a preferred 4–10 business day time window from the available options. The Delivery Partner shall inform the Customer of the expected delivery date and time via telephone, email, or SMS, at least 24 hours prior to delivery.

Once payment has been completed, the selected service type cannot be changed. Ownership of the purchased goods transfers to the Customer at the moment of receipt from the Company or the Delivery Partner.

The Company reserves the right to exclude fragile or difficult-to-handle items from the delivery service.

The Customer agrees to ensure receipt of the products at the specified date and time.

The Customer acknowledges that delivery timeframes are indicative. IKEA Furnishing Ltd. accepts no liability for any changes in delivery times due to traffic disruptions, weather conditions, or other unforeseen technical issues. In exceptional cases, or if products are out of stock, delivery deadlines may differ from the planned date. In such cases, the Customer will be duly notified. Otherwise, IKEA excludes liability for any damages resulting from changes in delivery time.

If the address provided by the Customer is accessible only with a special entry permit, obtaining such permit is the responsibility of the Customer. Information regarding the vehicle can be obtained from the Customer Service by calling +36 1 808 9230 or by visiting www.ikea.hu/kapcsolat.

The Company ensures delivery of the goods within the territory of Hungary to the address specified by the Customer in the order (limited to a single address). The Company only accepts delivery addresses that are accessible by vehicle. The Customer is responsible for providing all necessary information regarding the delivery address. The Company reserves the right to withdraw from the contract if the address is inaccessible with the available means.

Delivery timeframes, regardless of delivery type or method of receipt, are for informational purposes only. IKEA assumes no responsibility for delays in delivery. Deliveries are executed by the following subcontractors, which the Customer expressly acknowledges and accepts:

- DPD Hungária Futárpostai Csomagküldő Szolgáltató Kft., registered seat: 1158 Budapest, Késmárk u. 14. B. building.
- Gebrüder Weiss Szállítmányozási és Logisztikai Kft., registered seat: 2330 Dunaharaszti, Raktár út 2.
- Carry All Hungary Kft., registered seat: 8200 Veszprém, Lőszergyári út 6.
- Magyar Posta Zrt., registered seat: 1138 Budapest, Dunavirág utca 2–6 (hereinafter collectively referred to as the "Delivery Partner").

The employees of the Delivery Partner are required to comply with all occupational health and safety regulations, including but not limited to the use of proper work equipment and protective footwear.

The Customer acknowledges that the personal data provided (name, address, phone number) will be transferred to the Delivery Partner in accordance with the Privacy Notice for the purpose of executing the delivery. The delivery service does not include assembly or installation of the purchased products. The Customer receives user and assembly instructions in Hungarian. These instructions are also available at www.ikea.hu. The Customer undertakes to accept the delivered products on the agreed delivery date unless the right of withdrawal is exercised.

To facilitate smooth delivery, the Customer may reserve parking for the Delivery Partner. The Company arranges home delivery via the Delivery Partner. The Customer is obligated to accept the paid and delivered goods from the Delivery Partner. The Customer must ensure that adequate access is provided at the building and apartment entrances and hallways, to allow for safe and unobstructed delivery. Upon receipt, the Customer is required to inspect the packaging for damage and verify the quantity of delivered items. The Delivery Partner shall allow sufficient time for such inspection. By signing the delivery document (either digital or paper format, hereinafter "Delivery Note"), the Customer confirms the integrity and completeness of the shipment. If the shipment is incomplete or visibly damaged, the Customer must make a written note on the Delivery Note detailing the missing items or damages. Such notation does not constitute an automatic claim. Claims must be submitted via www.ikea.hu/kapcsolat. The Customer is entitled to claim compensation for damages that occurred prior to the completion of delivery.

For the claim to be valid, the Customer must provide photographic documentation of the damage. IKEA will assess and resolve the claim within 30 days of its submission. In the event of loss or damage during transport, the Customer is entitled to a replacement product from IKEA. If replacement is not feasible, IKEA shall refund the Customer the purchase price of the affected product(s) and any related service fees. IKEA excludes liability for all other claims.

IKEA is not liable for delivery delays, especially those arising from incorrect information provided by the Customer. No subsequent claims will be considered for damage or shortages related to a shipment that was accepted by the Customer as complete and undamaged at the time of delivery. Complaints regarding product defects unrelated to transport damage are governed by the IKEA Complaint Handling Policy.

In the event of a warranty exchange, the Customer is required to package used mattresses for hygiene reasons prior to collection. The Delivery Partner is entitled to refuse collection of unpackaged used mattresses.

For the removal of old electronic devices upon purchase of new ones, the Customer must indicate this request during the order process so the Company can allocate a free return collection time slot. In the case of warranty exchanges or removal of old devices, the Customer must ensure the item is properly packaged or meets minimum hygiene standards.

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4.2.1 Home Delivery Within 10 Business Days to the First Lockable Door

If the Customer opts for delivery to the first lockable door, they will select a preferred delivery window of 4 to 10 business days from the available intervals. Within this service, the Delivery Partner determines the exact delivery time within the selected window. The Delivery Partner shall notify the Customer of the expected delivery time at least 24 hours prior to delivery via telephone, email, or text message. If the proposed time is not suitable, the Customer must contact the Company through phone or on www.ikea.hu/kapcsolat, and IKEA will book a new 4-10 business day time window for delivery in agreement with the Customer.

Delivery to the first lockable door means the goods will be placed in front of the common entrance in case of an apartment building, or in front of the front door in case of a detached house. The Customer is responsible for ensuring that there is sufficient space at the delivery location—i.e. at the common entrance or front door—for the goods to be safely unloaded.

4.2.2 Home Delivery Within 10 Business Days to Room of Choice

If the Customer opts for delivery to a selected room, they will choose a preferred delivery window of 4 to 10 business days from the available intervals. The Delivery Partner will determine the exact delivery time within that window. The Delivery Partner shall notify the Customer at least 24 hours before delivery via telephone, email, or text message. If the proposed time is unsuitable, the Customer must contact the Company via phone or on www.ikea.hu/kapcsolat, and IKEA will book a new 4-10 business day window for delivery in agreement with the Customer.

The Delivery Partner is responsible for delivering the goods within Hungary to the address provided by the Customer, with placement in a single room per delivery. The Customer must ensure that sufficient space is available at the entrance to the building and apartment, and along the corridors, to allow for the safe delivery of the goods.

4.2.3 Home Delivery on a Chosen Day to the First Lockable Door

If the Customer selects home delivery on a chosen date to the first lockable door, the Company shall deliver the goods within Hungary to the address specified in the order (maximum one address). Delivery to the first lockable door means placement at the common entrance in apartment buildings, or in front of the front door in detached houses. The exact delivery time will be communicated by the Delivery Partner approximately 30 minutes prior to arrival via telephone.

If the Customer wishes to change the delivery time window, they must contact the Company via www.ikea.hu/kapcsolat. The Customer is responsible for ensuring that there is sufficient space at the delivery point for the goods to be safely unloaded.

4.2.4 Home Delivery on a Chosen Day to Room of Choice

If the Customer selects delivery to a chosen room, the Delivery Partner will deliver the goods to the room specified by the Customer. The Company shall arrange for delivery within Hungary to the address provided in the order (limited to placement in a single room per delivery).

When placing the order, the Customer selects a preferred delivery time. The exact delivery time is communicated by the Delivery Partner approximately 30 minutes prior to delivery via telephone. If the Customer wishes to change the delivery time window, they must contact the Company via www.ikea.hu/kapcsolat.

The Customer must ensure that there is adequate space at the building and apartment entrances and in the corridors for safe delivery. The Customer must also ensure that the item can be safely transported to the designated room within the premises.

4.2.5 Parcel Delivery

The IKEA system will automatically offer the parcel delivery option if the order meets the conditions published on the website.

Parcel delivery is available only subject to capacity and additional conditions. This option is provided if the items in the order do not exceed the dimensions listed on the website, the order is fulfilled from the Soroksár store's inventory, and capacity is available at the time.

Parcel delivery does not allow the selection of a specific delivery date or time window. The Delivery Partner will notify the Customer of the expected delivery timeframe via email after the order has been handed over to them. If the proposed time is unsuitable, the Customer may modify it at www.dpd.hu or via the link provided in the email.

DPD will attempt delivery twice. If the first attempt fails, DPD will leave a message informing the Customer about the attempted delivery.

Provided the products are available, delivery is typically completed within 7 days from order confirmation. In exceptional cases, or if the products are not in stock, the delivery timeframe may differ from the planned date. IKEA excludes any liability for consequences resulting from changes to the delivery timeframe.

4.2.6 Delivery via Magyar Posta (MPL)

The IKEA system will automatically offer delivery via Magyar Posta (MPL) if the order meets the conditions published on the website.

This option is available only based on capacity and other conditions. It is offered if the items in the order do not exceed the website-listed dimensions, the order is fulfilled from the Soroksár store inventory, and sufficient capacity is available. If MPL delivery capacity is full, the system will notify the Customer to try again the next day or choose another delivery method. Based on this information, the Customer may decide whether to proceed with the purchase. Compensation claims are excluded in this case.

Specific delivery dates or time windows cannot be selected for MPL delivery. The Delivery Partner will inform the Customer of the expected delivery timeframe via email after the order has been handed over.

MPL will attempt delivery twice. If the first attempt fails, a message will be left indicating the attempted delivery. If the Customer's phone number is included on the shipping label, MPL will contact the Customer to arrange the second attempt. If this fails, MPL will attempt delivery again on the next business day. If the second attempt also fails, a new notice will be left including the address of the post office where the parcel will be held for 10 business days.

If multiple packages are sent to the same address, MPL may deliver them together. However, if the packages are not received by the delivery post office at the same time, the Customer may receive them in separate deliveries.

If the products are available, delivery generally takes no more than 14 days from order confirmation. In exceptional cases, or if the items are not in stock, the delivery period may be extended. IKEA excludes liability for any consequences arising from changes to the delivery timeframe.

The Customer receives a tracking number in the email notification from MPL and can track the order via the following link:

<https://posta.hu/ugyfelszolgalat/nyomkovetes>.

MPL provides real-time updates on shipment status, including dispatch, delivery, or reasons for unsuccessful delivery. The service is available on the Magyar Posta tracking page or the Posta mobile application.

4.3. Pickup at IKEA Store Parcel Point

During the order process, the Customer can choose to pick up the product from the automated machines at the Budaörs or Soroksár IKEA stores. The IKEA headquarters or branch office is considered the pickup location, which the Customer must specify in the order. In this case, the pickup locations are Budaörs Store, Sport utca 2-4, 2040 Budaörs and Soroksár Store, Vecsés út hrsz.:195836/3, 1239 Budapest. The fee for the service at the Parcel Point is available on the IKEA website and must be paid at the time of ordering.

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Pickup from the machines at the Parcel Point are available 24/7.

IKEA will inform the Customer via SMS when the product is ready for pickup. Along with this notification, IKEA will provide an access code that corresponds to a specific cabinet at the Parcel Point and is necessary for product pickup. In exceptional cases, the preparation time might be longer. The Customer is responsible for ensuring their mobile phone is accessible and capable of receiving SMS. It is the Customer's responsibility to provide the correct mobile number for receiving the access code via SMS. The system automatically sends SMS until the pickup is completed or the specified pickup time, i.e., 2 days, expires. The Customer must pick up the selected product within 2 days from the first SMS notification. If the Customer's order does not fit into one cabinet, IKEA may split the order and place it in multiple cabinets or offer store pickup during store hours. If the order is placed in multiple cabinets, IKEA will send a PIN code to the Customer, which will open the cabinets one after another. Product pickup does not include assembly or installation. The products come with a Hungarian-language user manual and assembly instructions. These guides are also available on the IKEA website.

Upon pickup, the Customer must carefully check the quantity and packaging integrity. In case of damaged packaging or missing items, the Customer must immediately notify IKEA customer service during store hours. If the Customer picked up the order outside store hours, they must contact the Company online via the www.ikea.hu/contact page no later than the next day after pickup. The Customer must accept damaged products or any missing items to initiate a complaint. Placing items at the Parcel Point is solely for delivering the ordered goods to the Customer and cannot be used for returning goods to IKEA (providing proof). If the Customer fails to pick up the product within the designated 2 days or at the specified time set by IKEA or does not exercise their right of withdrawal, IKEA has the right to exercise its right of withdrawal according to these Terms and Conditions. In this case, IKEA will refund the order amount to the Customer using the payment method used for the purchase.

The product can be picked up in person at the specified locations using the SMS code. The Customer is allowed to delegate a third party to pick up the product at their own risk. IKEA expressly disclaims responsibility for any abuse related to the transfer of rights or any misuse during product pickup. The Customer is responsible for handling the order confirmation and the access code for pickup confidentially, and it should only be made known to the person designated by the Customer for product pickup.

4.4. PUSH Payment (Ordering Products by Phone)

The presentation of products on the www.ikea.hu website is for informational purposes only. Ordering products and related services for these products via phone can be done. In the case of phone orders, the Customer can pay for the desired product(s) and the closely related service(s) exclusively through the payment link sent via email. The payment link directs the Customer to the website of IKEA's contracted partner. The Customer can settle the payment for the ordered goods and related services through the payment link sent by IKEA via Global Payment, which directs to the Global Payment website (Global Payment Europe s.r.o Hungarian Branch Office, headquarters: 1117 Budapest, Október huszonharmadika utca 8-10).

IKEA confirms the order via email (first email). After payment, the Customer receives an immediate confirmation email regarding the payment.

The sent payment link is active for a specific period. If the Customer does not complete the payment within this time, the Company is unable to fulfill the order. In such cases, the Customer must contact IKEA Customer Service again and reorder the product or service, and the Customer must pay for the ordered goods again.

The Company reserves the right to limit the availability and quantity of certain goods/services that can be ordered by phone. The purchase contract is not concluded when the order is sent by the Customer, but rather when the Company confirms the successful payment and order via email after receiving the payment for the goods and services listed in the order. The mutual rights and obligations between the Customer and the Company arise with the final confirmation of the order by IKEA, which constitutes the sales contract and is an integral part of these Terms and Conditions, and the attached Terms and Conditions and the Company's complaint handling procedure in PDF format.

The concluded contract is documented, filed, and stored by the Company for the period prescribed by law to fulfill the obligations arising from faulty performance and to comply with the obligations stipulated by law. The language of the purchase agreement is Hungarian.

4.5 Receipt of Goods at Pick-up Points Outside Budapest Area

During the Customer's order, they can choose to pick up the ordered products at a pick-up point outside the Budapest area (hereinafter referred to as "rural" pick-up point). The rural pick-up points are operated by IKEA's contracted partner, Gebrüder Weiss Logistics Transport Ltd. The current contact details and opening hours of the pick-up points are available on the following website: [Pick-up points nationwide – larger packages – IKEA](#)

The current price list for this service is available on the IKEA website. The Customer must specify in their order which rural pick-up point they want to use, which will be considered as the place of delivery. On days when the IKEA store is closed (including public holidays, December 24th, and December 31st), the Customer can place orders online, but IKEA does not prepare the products for delivery to rural pick-up points on these days. The Customer needs to check the opening hours of the store/pick-up point before placing an order.

The Customer indicates the preferred day and time for pickup (estimated day of pickup), based on which IKEA informs the Customer of the day and time of pickup (delivery deadline). The Customer undertakes to ensure the pickup of the products on the specified day and time.

If the products are available, the delivery time is usually up to 7 days from the Order Confirmation. The delivery deadline is indicative. In exceptional cases or if the products are out of stock, the delivery deadline may be longer. If such a situation occurs, the Customer will be informed immediately, and IKEA excludes liability for any consequences resulting from the modification of the delivery deadline.

The Customer is obliged to pick up the products on the selected day and time unless IKEA informs the Customer in advance, in accordance with the provisions of these GTC, that pickup is possible at a different time. If the Consumer, or the non-consumer Customer, does not pick up the product on the designated day or time or within the following 3 business days (based on the opening hours of the pick-up point), or does not notify IKEA of any changes in the pickup time within 24 hours from the pickup date, and the Consumer has not exercised their right of withdrawal, IKEA may exercise its right of withdrawal in accordance with these GTC.

The Customer will receive a notification to the email address provided during the order process regarding the arrival of the product at the rural pick-up point.

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The transfer of the product does not include assembly or installation. Along with the products, the Customer will receive usage and assembly instructions in Hungarian in the packaging. These instructions are also available on the e-shop website at www.ikea.hu.

Upon receipt, the Customer is obliged to carefully check the quantity and integrity of the packaging. In case of damaged packaging or missing items, the Customer must immediately inform IKEA's customer service during business hours. The Customer is required to note any damage or discrepancies in the number of items on the delivery note during pickup.

The placement of goods at the rural pick-up point serves the delivery of the ordered goods to the Customer and, if agreed in advance with the IKEA telephone customer service, the return of the goods to IKEA, or in the case of the 14-day right of withdrawal, the delivery of the product to the rural

pick-up point, which constitutes the return of the product to IKEA. For every complaint or notification of withdrawal, the products can only be delivered to the rural pick-up point if registered and given a case number by IKEA's telephone customer service. The Customer is entitled to return products purchased on www.ikea.hu e-shop to the stores after the expiration of the 14-day deadline, within 365 days from the date of receipt, in accordance with IKEA's terms and conditions. Section 6 of the GTC contains consumer rights and warranty provisions.

The Customer is responsible for keeping the order confirmation and the order number related to the pickup confidential and for disclosing it exclusively to the person designated by them for product pickup in the order. IKEA expressly disclaims any responsibility for any abuse related to the transfer of rights or any abuse arising during the pickup of goods.

4.6 Mobile Pickup Point:

The Customer can choose, during their order, which mobile pickup point (hereinafter "Mobile") outside Budapest they would like to pick up their ordered products. This service is only available for purchases from the Soroksári store's inventory. Mobile pickup points are operated by IKEA's contracted partner, Gebrüder Weiss Logistics Transport Ltd and Carry All Hungary Ltd. The current contact details and opening hours of the Mobile pick-up points are available on the following website: [Pick-up points nationwide – larger packages – IKEA Mobile pickup point](#)

The current price list for this service is available on the IKEA website. The Customer is obliged to specify in their order which Mobile pickup point they want to use, which will be considered as the place of transfer. On days when the IKEA store is closed (including holidays and December 24th and 31st), the Customer can place orders online, but IKEA will not fulfill the preparation of the goods and their delivery to the rural Mobile pickup points on these days. The Customer will receive a notification to their provided email address about the arrival of the product to the Mobile Pickup Point. Product transfer does not include product assembly or installation. Customers will receive usage and assembly instructions in Hungarian in the packaging. These instructions are also available on the www.ikea.hu website. Upon receipt, the Customer is obliged to carefully check the quantity and packaging integrity. In the case of damaged packaging or missing items, the Customer must immediately inform IKEA customer service during business hours. The Customer is obligated to pick up the products on the selected day and time, unless IKEA informs the Customer in advance, according to the provisions of these GTCs, that pick-up is possible at a different time. If the Consumer or the Customer who is not a Consumer does not pick up the product at the time of arrival at the pick-up point or within 24 hours from the time of

receipt of the product, and the Consumer does not exercise the right of withdrawal, or does not inform IKEA of any changes in the pick-up time in accordance with these GTCs, then in this case IKEA is entitled to exercise its right of withdrawal in accordance with these GTCs. The delivery of goods to a Mobile pickup point serves the purpose of delivering the ordered goods to the Customer.

The Customer is entitled to return products purchased on the www.ikea.hu website to IKEA stores within 365 days from the last product pickup, subject to IKEA's terms and conditions. Section 6 of the GTC contains consumer rights and warranty provisions. The Customer is responsible for keeping the confirmation of the order and the order number associated with the pickup confidential and may only notify or pass it on to the person designated by them for product pickup. IKEA expressly excludes liability for any abuse related to the transfer of rights or any abuse that may arise during the receipt of goods.

4.7. Parcel Pickup

4.7.1. DPD Parcel Pickup:

Parcel pickup points are operated by IKEA's contracted partner, DPD Logistics Ltd. During their order, the Customer can choose from the offered options where they want to pick up the ordered products at a DPD parcel pickup point (hereinafter "DPD Parcel Point").

The contact details of the service provider and DPD Parcel Points are available on the provider's website and on the IKEA website at the time of ordering.

The current price list for the service is available on the IKEA website.

IKEA's system automatically offers the parcel pickup option if it meets the conditions posted on the website.

In the case of parcel delivery, the parameters posted on www.ikea.hu are relevant:

The Customer must specify during their order at which DPD Parcel Point they want to pick up the ordered products, which will be considered as the place of transfer. During the order process, the system offers the most optimal pickup point based on the postal code provided by the Customer. The Customer can change this if another pickup point belongs to the specified postal code.

On days when the IKEA store is closed (including holidays and December 24th and 31st), the Customer can place orders online, but IKEA will not fulfill the preparation of the goods and their delivery to DPD parcel points on these days. The Customer must check the opening hours of the store/DPD parcel point before starting the order.

The Customer will receive notifications to the provided email address about the departure of the parcel, the arrival of the product at the DPD Parcel Point, and the pickup.

Upon pickup, the Customer is obliged to carefully check the integrity of the packaging. In the case of damaged packaging or missing items, the Customer must immediately inform IKEA customer service during business hours.

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The record of deficiencies or damage to the shipment does not constitute an automatic claim. The Customer is entitled to compensation for any damage that occurred during the period until the shipment was handed over to the Customer. The Customer is obligated to pick up the products on the selected day and time, unless IKEA/DPD informs the Customer in advance, in accordance with these GTCs, that pickup is possible at a different time.

If the Consumer, or the Customer who is not a Consumer, does not pick up the product within 7 days from its arrival at the pickup point and the Consumer does not exercise the right of withdrawal or does not inform IKEA about any changes in the pickup time within 24 hours from the time of pickup, then in this case IKEA is entitled to exercise its right of withdrawal in accordance with these GTCs.

The transfer of the product does not include product assembly or installation. Customers will receive usage and assembly instructions in Hungarian in the packaging. These instructions are also available in the e-shop under www.ikea.hu.

The pickup of goods at a DPD parcel point serves the purpose of delivering the ordered goods to the Customer. The Customer is entitled to return products purchased on the www.ikea.hu e-shop to IKEA stores within 365 days from the last product.

4.7.2. Collect at "Magyar postal" offices

Parcel pickup points are operated by IKEA's contracted partner, Magyar Posta Ltd. During their order, the Customer can choose from the offered options where they want to pick up the ordered products at a Magyar Posta office (hereinafter "MPL Office").

The contact details of the service provider and MPL Office are available on the provider's website and on the IKEA website during the ordering process.

The current price list for the service is available on the IKEA website.

IKEA's system automatically offers the Collect at "Magyar postal" offices option if it meets the conditions posted on the website.

In the case of parcel delivery, the parameters posted on www.ikea.hu are relevant.

The Customer must specify during their order at which MPL Office they want to pick up the ordered products, which will be considered as the place of transfer. During the order process, the system offers the most optimal pickup point based on the postal code provided by the Customer. The Customer can change this if another pickup point belongs to the specified postal code.

On days when the IKEA store is closed (including holidays and December 24th and 31st), the Customer can place orders online, but IKEA will not fulfill the preparation of the goods and their delivery to MPL Office on these days. The Customer must check the opening hours of the store/MPL Office before starting the order.

The Customer will receive notifications to the provided email address about the handover of the parcel, the arrival of the product at the MPL Office.

Upon pickup, the Customer is obliged to carefully check the integrity of the packaging. In the case of damaged packaging or missing items, the Customer must immediately inform IKEA customer service during business hours.

The record of deficiencies or damage to the shipment does not constitute a claim. The Customer is entitled to compensation for any damage that occurred during the period until the shipment was handed over to the Customer. The Customer is obligated to pick up the products.

If the Consumer, or the Customer who is not a Consumer, does not pick up the product within 10 working days from its arrival at the pickup point and the Consumer does not exercise the right of withdrawal then in this case IKEA is entitled to exercise its right of withdrawal in accordance with these GTCs.

The transfer of the product does not include product assembly or installation. Customers will receive usage and assembly instructions in Hungarian in the packaging. These instructions are also available on the website under www.ikea.hu.

The pickup of goods at a MPL Office serves the purpose of delivering the ordered goods to the Customer. The Customer is entitled to return products purchased on the www.ikea.hu website to IKEA stores within 365 days from the last product's arrival.

5. Payment Terms

During their online order, the Customer can settle the purchase price, as well as the costs of delivery and other related services, using a bank card,

IKEA Gift Card/Credit Card (which have PIN codes). The Customer can use VISA, MasterCard/Maestro, and AMEX type bank cards, as well as the PayPal payment option for payment.

In the case of card payment, the handling company is as follows:

Raiffeisen Bank Zrt.

(Registered office: Hungary, 1133 Budapest, Váci út 116-118., company registration number: Budapest Metropolitan Court Company Registry Court, Cg. 01-10-041042)

Paypal

(Registered office: PayPal (Europe) S.à r.l. et Cie, S.C.A. 22-24 Boulevard Royal L-2449 Luxembourg, company registration number: R.C.S. Luxembourg B 118 349)

The data provided during payment is not stored by the IKEA webshop; it is managed by the respective payment processing company, and the data protection regulations of the financial service providers apply in these cases.

The prices, pickup, and delivery costs specified in the order confirmation are final and include VAT and other costs. The Customer is not obliged to pay any additional

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fees unless these GTCs regulate them.

An electronic invoice will be issued for the purchase, and the Customer will receive notification of the invoice issuance at the email address provided during the purchase.

The Customer will receive the invoice from the email address szamla@szamlakozpont.hu, which is sent by IKEA's contracted partner. It is essential for the Customer to always check the Spam/Junk folder!

In the case of push payment purchases, IKEA sends the invoice to the Customer by postal mail.

IKEA reserves the right to make modifications on the www.ikea.hu website, including changes in prices. The valid purchase price and delivery/service charge posted at the time of ordering apply to the contract.

The purchase price of promotional or discounted products or products displayed on the www.ikea.hu website is valid for the quantity or duration of the promotion or while supplies last.

6. Consumer Rights and Warranty Provisions

6.1 Right of Withdrawal for Customers Qualifying as Consumers

In accordance with Government Decree 45/2014. (II. 26.), the Customer, qualifying as a consumer, is entitled to withdraw from the contract without justification before receiving the products, or within 14 days following the receipt of the products, or, in the case of purchasing multiple products or a product consisting of several pieces, within 14 days following the receipt of the last product or piece. The Customer is also entitled to withdraw their offer to conclude the contract. Withdrawal can be declared by calling the information line at (36) 1 808 9230, in person at any IKEA store, via the Complaint Form, by mail, or by using the withdrawal button found on the website. After pressing the withdrawal button, the form must be filled out, and the "confirm withdrawal" button must be pressed. If the business also sells the goods in a physical store, and the Consumer exercises their right of withdrawal in person at the business's premises, they are entitled to return the goods to the business at the same time. The Customer, who qualifies as a consumer, is entitled but not obliged to use the withdrawal statement template specified in the Government Decree. The form is available as Annex 4 to the current General Terms and Conditions (GTC). If a Customer qualifying as a Consumer decides to withdraw within the specified deadline, IKEA is obliged to refund the full amount paid (the purchase price and the preparation and delivery fee, or storage fee, if charged) to the Consumer within 14 days at the latest. IKEA will refund the amount using the same payment method used by the Consumer unless otherwise agreed upon by explicit consent of the Consumer, without any additional cost to the Consumer.

If the Consumer withdraws from the contract only partially, IKEA will refund the purchase price of the returned products but not the preparation or delivery fee if applicable to the non-affected products. IKEA will only make a refund after the products have been returned by the Consumer or after the Consumer has proven beyond doubt that the products have been returned.

In the case of withdrawal, the Consumer must return the product immediately, but no later than within 14 days from the notification of withdrawal, to any IKEA store. The return is considered timely if the Consumer sends or hands over the product before the 14-day deadline expires. Placing the products in an IKEA store Csomagpont (Parcel Point) by the Consumer (or failure to pick up the product placed in the Csomagpont) does not constitute the return of the product by IKEA or confirmation of the return by the Consumer and cannot be automatically used as proof of return of the product by the Consumer.

In case of withdrawal, the Consumer bears the direct cost of returning the product, in accordance with Section 24 (2) of Government Decree No. 45/2014 (II. 26.). The Consumer is responsible only for any depreciation of the product resulting from the handling of the product beyond what is necessary to establish the nature, characteristics, and functioning of the product. In such a case, IKEA reserves the right to offset its claim for compensation for the decrease in value of the products against the Consumer's claim for a refund of the purchase price.

The Consumer is not entitled to withdraw from the contract in the cases specified in Section 29 (1) of Government Decree No. 45/2014 (II. 26.). Therefore, the Consumer is not entitled to withdraw from the contract for:

Sealed products that are not suitable for return due to health or hygiene reasons if their packaging is opened after delivery.

Products that have been produced according to the Consumer's instructions or at the Consumer's explicit request, or in the case of products that have been clearly personalized for the Consumer.

6.2 Product Returns Within 365 Days

The Customer is entitled to return products purchased on the www.ikea.hu website to IKEA within 365 days of the last product pickup, in accordance with IKEA's conditions. Additionally, the Customer can return the product to rural pickup points within the 365-day considered purchase period, the details of which can be found in IKEA's exchange policy (see Annex 3). The Customer must notify their intention to return via phone/email/chat to IKEA's customer service, and provide the product at the rural pickup point in its original packaging, along with the received identification number.

6.3 Complaint Handling

IKEA Furnishing Ltd. handles all complaints in accordance with IKEA's Complaint Handling Regulations. In the case of a complaint, the Customer can contact IKEA as follows:

Customer Service Address:

2040 Budaörs, Sport utca 2-4 (Budaörs store) 1148 Budapest, Örs vezér tere 22 (Budapest store)

1239 Budapest Soroksár, Vecsési út, hrsz.: 195836/32 (Soroksár store) Postal Address: 1148 Budapest, Örs vezér tere 22.

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Phone: (36) 1 808 9230

Email: Complaint Form Website: www.ikea.hu

6.4 Liability of defects, Product Liability, and Guarantees

IKEA is subject to a mandatory warranty obligation ("mandatory warranty") under Government Decree No. 151/2003 (IX.22.) within the scope defined in Section 1 (1) points a) and b) of the Decree, in respect of the consumer goods listed in Ministry of Justice Decree No. 10/2024 (VI. 28.). In the case of mandatory warranties, the duration depends on the selling price as outlined in Government Decree 151/2003 (IX.22): for products sold at a price exceeding HUF 10,000 but not exceeding HUF 250,000, the warranty period is 2 years; for products sold at a price exceeding HUF 250,000, the mandatory warranty period is 3 years, and this longer period applies in such cases. IKEA also offers voluntary guarantees as specified in its guarantee declaration for products purchased within the framework of consumer contracts. Customers can find information about warranty terms on the website. The warranty period starts on the day the product is received by the Customer, or if the product is installed by the business, its representative or another person authorized to perform installation, on the day of installation. If the consumer does not commission the product within 6 months of receipt, the warranty period starts on the day of product receipt. The warranty does not affect the consumer's statutory rights. Detailed terms and conditions for supplementary warranty, product liability, and guarantees are available in Appendix 2, but can also be found in the informative document accessible at the following link: <https://www.ikea.com/hu/hu/customer-service/returns-claims/return-policy/>.

7. IKEA's Right to Withdraw from the Contract

IKEA has the right to withdraw from the contract before delivering the product to the customer if the production or sale of the products ceases, or due to technical reasons affecting inventory data, or after delivery if the product is recalled from the market due to quality or manufacturing defects. IKEA is also entitled to withdraw from the contract if the customer, on the selected day of receipt, the selected day of delivery, or within the time specified in this GTC, does not accept the ordered products and the consumer has not exercised their rights specified in Section 6.1. In case IKEA exercises the right of withdrawal, it is obliged to inform the customer immediately. In the event of withdrawal, IKEA is obliged to refund the purchase price (as well as the picking, delivery, and storage fees if charged) as soon as possible. IKEA has the right to withdraw from the sales contract with the customer if the customer's declarations under Section 1.1 of these General Terms and Conditions prove to be untrue or if justified doubts arise about their accuracy or completeness regarding the duration or completeness of the declarations. The Company reserves the right to suspend the fulfillment of the order and the delivery of the product(s) to the customer until doubts regarding the accuracy or completeness of the customer's declarations under Section 1 of these General Terms and Conditions are clarified.

8. Information Regarding Data Processing

The controller of personal data is IKEA Furnishing Ltd. The legal basis for data processing is the contract, the fulfillment of the order, and the investigation of any claims or demands arising from defective performance, for the time necessary to fulfill the above obligations. The legal basis for data processing is also the performance of the Company's legal obligations as provided by law for the purposes and periods specified therein, to the extent that specific legislation requires the processing of certain data (e.g., for tax and accounting purposes). The provision of data is necessary for the performance of contractual obligations between the parties; however, if the customer does not provide personal data, the order cannot be fulfilled. The recipients of the data are the contractual partners and service providers of the data controller who are involved in the fulfillment of the order and in complaint handling. The customer has the right to access their data, the right to rectify or erase their data, the right to restrict data processing, the right to data portability, and the right to object to data processing (if the data processing is based on the legitimate interest of the Company). The Company may ask customers to provide feedback via SMS, email, or telephone regarding their satisfaction with the service received and how the Company handles any customer complaints. If a customer is not satisfied with the service received, the Company may contact them again to request more information so that the Company can adequately inform the service provider and improve the quality of the service. The Company retains the personal data of customers for customer satisfaction surveys for 1 year, and the legal basis for data processing is the legitimate interest of the Company. The service necessary for the satisfaction survey is provided by the data controller's contractual partner. Rights related to data processing can be exercised by contacting IKEA at the contact details provided in these General Terms and Conditions. The general data processing information is available on the IKEA website at the following link: Data Processing Information – IKEA. The IKEA Data Processing Policy is available at the following address: <https://www.ikea.com/hu/hu/customer-service/privacy-policy/>.

Cookies

No separate registration is required for online shopping. When the customer first logs in to the website, they will be informed about the types of cookies and their use. IKEA's cookie policy can be found at the following link: <https://www.ikea.com/hu/hu/customer-service/cookie-policy/>.

Contact Information of the Data Controller

Customers can send letters to IKEA Furnishing Ltd., GDPR, at 1148 Budapest, Örs vezér tere 22., or send an email to data.privacy.hu@ikea.com. In case of data processing issues, customers can file a complaint with the National Data Protection and Freedom of Information Authority, whose address and contact information can be found on the following page: <https://naih.hu> and ugyfelszolgalat@naih.hu.

9. Disclaimer

IKEA is not responsible for damages arising from the use or operation of the website or for any of the following reasons, for any reason whatsoever: failure of data sent and/or received via the internet; operational faults of the internet network preventing the performance of this contract; malfunction of receiving devices or communication lines; loss of any content or data; malfunction of any software or website; program errors; consequences of extraordinary events or technical errors, including force majeure; and the fees of the customer's internet service provider. While we have carefully checked the prices listed on the website, we reserve the right to change prices or make other modifications due to any obvious errors resulting from calculations, editing, or typing.

Please note that this translation is provided for informational purposes, and the official documents on the IKEA website should be consulted for a comprehensive understanding of your rights and responsibilities as a customer.

10. Final Provisions

IKEA Lakberendezési Kft.
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Postacím: 1590. Budapest, Pf.273, Magyarország
Telefon: 36 1 808 9230



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These General Terms and Conditions are governed by the laws of Hungary.

In case of consumer complaints, the Consumer may turn to the following authorities:

Government Office of the Capital City of Budapest

Consumer Protection Department

Address: 1117 Budapest, Prielle Kornélia utca 4/b. Phone: +36 1 450 2598

Email: fogyasztovedelem@bfkh.gov.hu **Government Office of Pest County Consumer Protection Department** Address: 1072

Budapest, Nagy Diófa u.10-12.

Phone: +36 1 459 4843

Email: fogyved@pest.gov.hu

For further contact information and more details, please visit: https://fogyasztovedelem.kormany.hu/#/fogyasztovedelmi_hatosag

The Consumer may also file a complaint with the **National Media and Infocommunications Authority** (www.nmhh.hu).

Disputes arising from online orders between the Company and the Consumer, who qualifies as a consumer, can also be settled out of court. Such out-of-court dispute resolution is within the competence of Conciliation Bodies. The IKEA shall cooperate in the procedure before the conciliation body.

The Conciliation Body competent according to the registered office of IKEA:

Budapest Conciliation Board

Address: 1016 Budapest, Krisztina krt. 99. I. em. 111.

Mailing address: 1253 Budapest, Pf.: 10

Email: bekelteto.testulet@bkik.hu

Phone: +36 1 488 21 31

Website: www.bekeltet.bkik.hu

Pest County Conciliation Board

Address: 1055 Budapest, Balassi Bálint utca 25. IV. emelet 2.

Mailing address: 1055 Budapest, Balassi Bálint u. 25. 4. em. 2.

Email: pmbekelteto@pmkik.hu

Phone: +36 1 792 7881

Website: www.pestmegyeibekelteto.hu

A list of other conciliation bodies can be found in Appendix 2, or at the following link: <http://fogyasztovedelem.kormany.hu/>

Regarding the protection of personal data, the supervisory authority for compliance with legal requirements is the National Authority for Data Protection and Freedom of Information <https://naih.hu>.

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Appendix

Appendix 1 – List of Products Not Available for Online Ordering

The following products listed cannot be ordered through the e-shop:

- Green (live) plants
- Eastern carpets
- Textile fabrics (except pre-cut products)
- Products with different colors but the same item number
- Limited collections, available only in specific stores or country-specific products
- Christmas or summer seasonal products
- Custom-made products
- Discontinued products
- Food and beverages
- Products excluded by law

Appendix 2 – Consumer Regulations

IKEA Furnishing Ltd., as a member of the Ingka Group, offers a wide range of furniture, home furnishing accessories and services to its Customers in its stores. IKEA Furnishing Ltd. (registered seat: 1148 Budapest, Örs vezér tere 22., Branch: 2040 Budaörs, Sport u. 2-4., Site: 1239 Budapest, XXIII. Vecsési út, lot number: 195836/32.), tax number: HU 10731084, company registration number: 01-09-162734, registered by the Company Court of the Budapest-Capital Regional Court, hereinafter: "IKEA" or "Seller") hereby issues these Consumer Regulations, in which it informs the consumer (hereinafter: "Consumer" or "Customer") about the conditions and method of enforcing consumer claims relating to products. Consumer means a natural person acting outside the scope of his/her profession, independent occupation or business activity.

Questions not regulated in this information are governed by the warranty information provided with the products and the applicable legal provisions. In the event of a conflict between the provisions of these regulations and the provisions of law that may not be derogated from in favor of the consumers, the statutory provisions shall prevail. These regulations do not apply to the sale of products to business entities, if it is clear from the circumstances at the time of the conclusion of the contract that the purchase is connected to the Customer's business activity.

Pursuant to Section 6:157 (3) of Act V of 2013 on the Civil Code, the provisions of Chapter XXIV of the Civil Code relating to the consumer shall apply to micro, small and medium-sized enterprises within the meaning of the Act on small and medium-sized enterprises and on their support, acting outside their profession, independent occupation or business activity.

Pursuant to Section 1 (1) points a) and b) of Government Decree No. 151/2003 (IX. 22.) on Mandatory Warranty for Certain Durable Consumer Goods (hereinafter: "Tjr."), the provisions of the Tjr. shall also apply to the warranty obligations relating to new durable consumer goods (hereinafter: "consumer goods") listed in the ministerial decree specifying the product categories of durable consumer goods subject to mandatory warranty, sold under a contract between a business and a consumer as defined in the Civil Code, or a micro, small or medium-sized enterprise acting outside the scope of its profession, self-employed activity or business activity [together: "consumer"]. A micro, small or medium-sized enterprise is considered to be acting outside the scope of its profession, self-employed activity or business activity if it purchases the consumer goods within the framework of retail trade as defined in the Act on Trade, irrespective of whether the consumer goods are accounted for within the scope of its economic activity.

1. Liability for defects

a. In what case may the Customer exercise his/her right to liability for defects?

In the event of defective performance by IKEA, the Customer may enforce a liability for defects claim against the business in accordance with the rules of the Civil Code (Ptk.), as well as other applicable legislation, such as Government Decree 373/2021 (VI.30.); Government Decree 151/2003 (IX.22.); Decree 19/2014 (IV.29.) of the Ministry for National Economy, which shall be applied jointly.

b. What rights does the Customer have under a liability for defects claim?

At the Customer's choice, the following liability for defects claims may be enforced:

The Customer may request repair or replacement, unless the claim chosen by the Customer is impossible to fulfill, or would result in disproportionate additional costs for IKEA compared to fulfilling another claim, taking into account the value represented by the service in a faultless condition, the seriousness of the breach of contract and the harm to the Customer's interests caused by the fulfillment of the liability for defects claim.

If the Customer did not request, or could not have requested repair or replacement, he/she may demand a proportionate reduction of the consideration or – in the last instance – may withdraw from the contract. The Customer is also entitled – in proportion to the seriousness of the breach of contract – to demand a proportionate reduction of the consideration, or to terminate the sales contract if:

- IKEA did not perform the repair or replacement, or performed it but did not fully or partially comply with its obligation under the Government Decree to take back the replaced product at its own expense, or refused to bring the product into conformity,
- or repeated performance defects occurred despite IKEA's attempt to bring the product into conformity,
- or the defect of performance is so serious that it justifies immediate price reduction,
- or IKEA did not undertake to bring the product into conformity, or it is evident from the circumstances that IKEA will not bring the product into conformity within a reasonable time, without significant detriment to the Customer's interests.

The reasonable deadline open for repair or replacement must be calculated from the time when the Customer notified IKEA of the defect. Withdrawal is not possible due to a minor defect; however, IKEA bears the burden of proof that the defect is minor. In case of withdrawal, IKEA is obliged to refund the purchase price without delay. Please note that in the case

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of a contract for the sale of movable goods, the Customer may not correct the defect himself/herself at IKEA's expense, nor may he/she have it corrected by another party within the framework of exercising liability for defects rights.

IKEA ensures the return of the replaced product at its own expense. If repair or replacement requires the removal of a product that has been put into operation in accordance with the nature and purpose of the product – before the defect became apparent – the obligation relating to repair or replacement includes the removal of the non-conforming product and the installation of the product supplied as replacement or repaired, or bearing the costs of removal and installation.

The Customer may switch from the chosen liability for defects right to another one, but the cost of such switching shall be borne by the Customer, unless it was justified or IKEA gave cause for it.

The reduction of the consideration shall be proportionate if its amount corresponds to the difference between the value of the goods due to the Customer in case of contractual performance and the actual value of the goods received by the Customer.

The Customer's right to terminate the sales contract based on liability for defects may be exercised by a legal statement addressed to the business expressing the decision to terminate.

If the defective performance affects only a specific part of the goods supplied under the sales contract, and the conditions for exercising the right of termination exist in respect thereof, the Customer may terminate the sales contract only with regard to the defective goods, but may also terminate it in respect of any other goods acquired together with them, if it cannot reasonably be expected of the Customer to keep only goods in conformity with the contract.

If the Customer terminates the sales contract in full or – in accordance with the previous paragraph – in respect of part of the goods supplied under the sales contract, then:

- the Customer must return the goods concerned to the business at the business's expense; and
- the business must refund the purchase price paid by the Customer for the goods concerned without delay, once it has received the goods or the proof of return of the goods.

c. Within what time limit may the Customer enforce a liability for defects claim?

The Customer is obliged to notify the defect immediately upon its discovery, but no later than within two months of the discovery of the defect. After the expiry of the two-year limitation period from the performance of the contract, the Customer may no longer enforce liability for defects rights. In the case of a used product, this period is one year.

d. Against whom may the Customer enforce a liability for defects claim?

The Customer may enforce a liability for defects claim against IKEA. The decision to terminate the contract may be exercised by means of a legal statement addressed to IKEA Furnishing Ltd.

e. What other condition exists for the enforcement of liability for defects rights?

Within 1 year from performance, in addition to notifying the defect, there is no other condition for enforcing a liability for defects claim if the Customer proves that the product or service was provided by IKEA. After 1 year from performance, however, the Customer must prove that the defect recognized by the Customer already existed at the time of performance. The Customer may also exercise liability for defects rights in the case of discounted products. For the performance of repair or replacement, the Customer must make the goods available to IKEA.

2. Liability for products

a. In what case may the Customer exercise his/her rights based on liability for products?

In the event of a defect of a movable item (hereinafter: product), the Customer – at his/her choice – may enforce either the right set out in Section 1 (Liability for defects) or a claim for liability for products.

b. What rights does the Customer have on the basis of liability for products?

Within the framework of liability for products, the Customer may only request the repair of the defective product or – if repair is not possible within an appropriate period of time and without prejudice to the interests of the Customer – replacement.

c. In what case is the product considered defective?

The product is defective if it does not meet the quality requirements in force at the time of being placed on the market, or if it does not possess the characteristics specified by the manufacturer.

d. Within what time limit may the Customer enforce his/her liability for products rights?

The Customer may enforce his/her liability for products rights within a two-year limitation period from the time the product was placed on the market by the manufacturer. After the expiry of this period, the Customer loses this entitlement.

e. Against whom may the Customer enforce the liability for products claim?

The liability for products claim may be enforced solely against the manufacturer or distributor of the movable item. In the context of liability for products, the manufacturer and distributor shall be considered identical.

f. What other conditions exist for enforcing liability for products rights?

In the case of enforcing a liability for products claim, the burden of proof of the defect lies with the Customer.

g. In which cases is the manufacturer (distributor) exempt from liability for products?

The manufacturer (distributor) shall be exempt from liability for products if it is able to prove that:

- it did not manufacture the product, or did not place the product on the market in the course of its business activity, or
- the defect was not recognizable according to the state of scientific and technical knowledge at the time of placing the product on the market, or
- the defect of the product results from the application of legislation or a mandatory regulatory provision.

It is sufficient for the manufacturer (distributor) to prove a single ground for exemption.

Please note that due to the same defect, liability for defects and liability for products claims cannot be enforced simultaneously and in parallel. In the event of successful enforcement of a liability for products claim, however, the Customer may enforce his/her liability for defects claim against IKEA for the replaced product or repaired part.

3. Mandatory warranty

a) In what case may the Consumer exercise the right to mandatory warranty?

IKEA Lakberendezési Kft. (1148 Budapest, Őrs vezér tere 22.) is subject to a statutory warranty obligation (mandatory warranty) pursuant to Government Decree 151/2003 (IX.22.) and Decree 10/2024 (VI.28.) IM with respect to the products listed in the decree sold under consumer contracts.

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b) Within what time limit may the Consumer enforce a mandatory warranty claim?

According to the Government Decree, the duration of the mandatory warranty is:

- where the sales price exceeds HUF 10,000 but does not exceed HUF 250,000: two years;
- where the sales price exceeds HUF 250,000: three years.

The mandatory warranty period shall be extended from the day the product is handed over for repair by the period during which the Consumer was unable to use the product for its intended purpose due to its defect.

c) How may rights arising from the warranty be enforced?

Rights arising from the warranty may be enforced with the warranty certificate. If the warranty certificate is not made available to the Consumer, the conclusion of the contract shall be deemed proven if the Consumer presents the document proving payment of the consideration — an invoice or receipt issued in accordance with the Act on Value Added Tax. In that case, rights arising from the warranty may be enforced with the document proving payment of the consideration.

The Consumer may, at his or her choice, report a warranty claim directly at the company's registered office, at any of its sites, branch offices, or at the repair service indicated by the company on the warranty certificate.

d) What rights does the Consumer have on the basis of a warranty claim?

During the mandatory warranty period prescribed by Government Decree 151/2003 (IX.22.), a valid complaint entitles the Consumer to request repair, replacement, price reduction or to withdraw from the purchase. The warranty period begins on the date of handover of the product, or, if installation of the product is carried out by IKEA, IKEA's authorised agent or another person authorised to perform installation, on the date of installation. If the Consumer carries out the installation later than six months after the purchase, then the starting date of the warranty period shall be the day of handover of the consumer good to the Consumer.

If, during the warranty period, in the course of the repair of the consumer good it is established that the consumer good is not repairable, and absent different instructions from the Consumer, the consumer good shall be replaced by IKEA within eight days. If replacement is not possible, the purchase price shall be refunded within eight days.

If, during the warranty period, the consumer good after three repairs again becomes defective — absent different instructions from the Consumer — IKEA shall replace the consumer good within eight days. If replacement is not possible, IKEA shall refund the purchase price to the Consumer within eight days.

If the repair of the consumer good does not take place by the thirtieth day following the notification of the warranty claim to IKEA — absent different instructions from the Consumer — IKEA shall replace the consumer good within eight days following the unsuccessful expiry of the thirty-day period. If replacement is not possible, IKEA shall refund the purchase price to the Consumer within eight days following the unsuccessful expiry of the thirty-day repair period.

If the repair or replacement of the product exceeds fifteen days, IKEA shall inform the Consumer of the expected duration of the repair or replacement.

e) Other warranty rules:

- For products subject to mandatory warranty, preservation of the packaging is not a condition for enforcing the warranty claim.
- In the case of replacement, the warranty period restarts for the replaced product. In the case of repair, only new parts may be fitted.
- If the consumer enforces their replacement claim within 3 working days from the date of purchase (commissioning) due to a defect in the product, IKEA may not rely on disproportionate additional costs within the meaning of Section 6:159 (2) (a) of Act V of 2013 on the Civil Code, and is obliged to replace the consumer goods within eight days, provided that the defect prevents proper intended use. If the consumer goods cannot be replaced, IKEA is obliged to refund the purchase price to the consumer without delay.
- Costs related to the fulfilment of the warranty obligation shall be borne by IKEA.
- A product with fixed wiring, or a product weighing more than 10 kg, or a product that cannot be carried as hand luggage on public transport shall be repaired at the place of operation. If the repair cannot be carried out at the place of operation, IKEA shall take care of the disassembly and reassembly as well as transport to and from the repair location.
- The warranty does not affect the Consumer's statutory liability for defects (Liability for defects) and other statutory rights.

f) When is the business exempt from the warranty obligation?

IKEA shall be exempt from the warranty obligation only if it proves that the cause of the defect arose after performance.

Liability for defects and mandatory warranty claims, or Liability for products and mandatory warranty claims, for the same defect may not be enforced simultaneously and in parallel; however, the Consumer is entitled to rights arising from the mandatory warranty independently of the entitlements defined in Sections 1 (Liability for defects) and 2 (Liability for products).

4. Procedure for enforcing claims under Liability for defects, mandatory warranty, and voluntary warranty – common rules

a) Delivery

If the delivery of the complained product would cause significant difficulties to the Customer, especially because the product cannot be delivered to the Seller in the usual manner or forms part of the real estate, the Seller may assess the defect on-site or otherwise, after agreement with the Customer. In such case, the Customer is obliged to provide the necessary cooperation to the Seller.

The Customer is only entitled to request reimbursement of the delivery costs of the complained product from the Seller if the cheapest delivery method was chosen (e.g., public transport, post, etc.) and the incurred costs are properly documented. IKEA reimburses the Customer's delivery costs based on the travel expense reimbursement table. IKEA will only reimburse the value of a different delivery solution if it was approved in advance and confirmed in writing.

b) Claims regarding electrical appliances

In case of a complaint regarding an electrical appliance, the Customer shall contact the Seller and provide the location of the appliance. The Seller ensures the repair of the product via a professional service, therefore the service technician will assess the defect of the electrical appliance. The Customer may also submit the complaint regarding the electrical appliance directly to the service. Further information regarding servicing is provided in the information included with the product packaging.

If an electrical appliance with fixed wiring was not installed by the Seller or a professional authorized by the Seller, the Customer is obliged to prove that the installation was carried out by a professional. If the Customer cannot prove that the fixed-wired electrical appliance was installed by a professional, the voluntary warranty cannot be enforced.

c) Proof of contract conclusion

The conclusion of the contract is deemed proven if the Customer presents a document evidencing payment – an invoice or receipt issued under the law on value-added tax.

d) Record of the claim

The Seller is obliged to prepare a record of the Customer's claim for Liability for defects or warranty, which includes the Customer's name and address; the designation and price of the movable item sold under the contract between the Customer and the Seller; the date of contract performance by the Seller; the date of reporting the defect; a description of the defect; the right the Customer seeks to enforce based on Liability for defects or warranty; and the manner of settling the claim or the reason for rejecting the claim or the right sought (except if the Seller cannot provide a statement regarding this at the time of the claim).

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e) Justification for different fulfillment

If the Seller fulfills its obligation regarding Liability for defects or warranty in a manner different from the right the Customer seeks to enforce, the reason for this must be recorded in the record.

f) Information on dispute resolution

The record must contain information that in case of a consumer dispute, the Customer may also initiate proceedings before the conciliation body operated by the county (or capital) chambers of commerce and industry.

g) Providing the record

A copy of the record must be provided to the Customer without delay in a verifiable manner.

h) Notification if the Seller cannot decide immediately

If the Seller cannot comment on the feasibility of fulfilling the Customer's claim at the time of its notification, the Seller is obliged to notify the Customer of its position – including the reason in case of rejection and the possibility of turning to the conciliation body – within five working days in a verifiable manner.

i) Timeframe for repair or replacement

The Seller shall strive to carry out the repair or replacement within fifteen days. If the duration of the repair or replacement exceeds fifteen days, the Seller is obliged to inform the Customer of the expected duration of the repair or replacement. The information may be provided electronically or in another manner suitable for confirming receipt by the Customer, subject to the Customer's prior consent. The Customer's claim, including the resolution of the defect, must be settled without undue delay, no later than 30 days from submission of the complaint, unless the Seller and the Customer agree on a longer period. In case of extended voluntary warranty, the complaint handling period may be extended to a maximum of 90 days.

j) Identification for replacement or withdrawal

If the Customer has the right to replace the product or withdraw from the contract, the Seller identifies the product based on its article number, therefore replacement can only be made with a product with the same article number.

k) Cases of no liability

The Seller shall not be liable for defects in the following cases:

- if the product is defective and a lower price was agreed upon in view of such defect,
- if the defect results from wear and tear due to normal use or from the nature of the product (e.g., expiry of its service life),
- if the product is used and the defect corresponds to the wear and tear and use that characterized the product upon receipt by the Customer,
- if the defects were caused by the Customer or resulted from improper use, storage, maintenance, intervention by the Customer, or mechanical damage,
- if the defects occurred due to events beyond the Seller's control,
- if the products were stored or assembled incorrectly, used improperly or not as intended, modified, damaged, cleaned improperly or with unsuitable cleaning agents, or maintenance was neglected,
- for wear and tear, aging, cuts or scratches, damage caused by impact or accident. Products are not waterproof and are only suitable for indoor use unless otherwise specifically indicated on the product packaging or description,
- if the product was kept outdoors, exposed to sunlight for an extended period, or in a humid environment (except for products intended for outdoor use), but in these cases, instructions on maintenance and seasonal storage must still be considered.
The warranty does not cover indirect or consequential damages.

5. Terms of IKEA's voluntary warranty

IKEA communicates the terms of the voluntary warranty to Customers in the Voluntary Warranty Information.

Appendix 3 – Terms and Conditions for a 365-Day Return Policy

If the Customer is not satisfied or fully satisfied with the purchased IKEA product, they can return it within 365 days, without providing any reasons. Together with the original receipt, IKEA will accept the unused products and provide the Customer with the option to choose new products or refund the purchase price paid by the Customer at the time of purchase using the original payment method. The Customer can return any IKEA product to the stores, even if it has already been assembled, provided it is in a clean, undamaged, functional, and hygienic condition. If possible, the Customer should also bring back the original product packaging. If the returned product does not meet the above requirements, IKEA stores reserve the right to refuse the return or to refund the product at a reduced price as unilaterally determined by IKEA, as a percentage of the original purchase price. In cases of abusive returns (i.e., significant quantities or values, repeated or for other business purposes), IKEA reserves the right to refuse the return. The return policy does not apply to food products.

These conditions are in addition to the rights provided by law.

Return Policy for Mattresses

The Customer can try out their new mattress at home for 90 nights from the date of purchase, and if it doesn't meet their satisfaction, they can return the undamaged, clean, and in good condition mattress, along with the original receipt, to IKEA stores and choose another one. The Customer can choose another mattress, or IKEA will refund the purchase price of the mattress using the original payment method. This mattress trial is applicable to all IKEA mattresses that come with a 10-year warranty.

If the Customer wishes to exchange their IKEA-purchased mattress for a more expensive one, they are responsible for covering the price difference. If the new mattress costs less than the original, the Customer will receive the difference as an IKEA gift card, which can be used at any IKEA store in Hungary.

During the 90-night mattress trial, the Customer has the opportunity to try out all IKEA mattresses that come with a 10-year warranty (the terms of the 10-year IKEA Lakberendezési Kft.

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warranty and usage instructions can be found on the www.ikea.hu website and in stores). The conditions of the 90-night mattress trial do not affect the statutory warranty rights of consumers or the rights granted to consumers for products falling under mandatory guarantees.

Appendix 4 – Sample Withdrawal/Termination Declaration

(Complete and return only if you intend to withdraw from or terminate the contract.)

Recipient: IKEA Furnishing Ltd. (Budapest store), postal address: 1148 Budapest, Örs vezér tere 22. or IKEA Furnishing Ltd. (Budaörs store), postal address: 2040 Budaörs, Sport u. 2-4. or IKEA Furnishing Ltd. (Soroksári store), postal address: 1239 Budapest, XXIII. Vecsési út, hrsz.: 195836/32 (Tel.: +36 1 808 9230, e-mail: Reklamációs űrlap)

Information

In accordance with Government Decree 45/2014 (II. 26.), consumers have the right to withdraw from the contract without providing any reasons, either before receiving the products or within 14 days after receiving the last product in the case of purchasing multiple products or multiple pieces. The consumer also has the right to withdraw their offer for contract formation. If the consumer decides to withdraw within the specified period, IKEA is obligated to refund the full amount paid (the purchase price, assembly and delivery fees, and storage fees if applicable) within 14 days, using the same payment method chosen by the consumer, but without imposing any additional charges. In case of withdrawal, the consumer must return the product to any IKEA store address immediately, but no later than 14 days from the notification of withdrawal. The return is considered to be completed on time if the consumer sends or dispatches the product within the 14-day period. In the event of withdrawal, the consumer bears the direct cost of returning the product, as specified in Section (2) of Government Decree 45/2014 (II. 26.). The consumer is only responsible for any diminished value of the product resulting from the handling of the product other than what is necessary to establish the nature, characteristics, and functioning of the product.

I/we hereby declare that I/we exercise/exercise our right of withdrawal/termination with respect to the contract for the sale of the following product(s) or the provision of the following service(s) (please specify the product(s), services):

Date of contract formation/receipt: ...

Consumer's name: ...

Consumer's address: ...

Consumer's signature (only for paper declarations):

..... (signature)

Date:

Appendix 5: Information Regarding Data Processing

As a supplement to the General Terms and Conditions, IKEA Furnishing Ltd. (address: 1148 Budapest, Örs vezér tere 22.) as the data controller provides the following additional information regarding data processing:

Scope of processed data: identification number, email address, IKEA Family card number, name, telephone number (mobile phone number), address, bank card data, bank account number, purchased products (and their purchase price).

IKEA does not transfer the data to third parties, except for its contractual partners providing services necessary for the performance of the sales contract, such as the operation of the online sales website, processing of card payments, product delivery, etc. Complaints related to data processing are examined by IKEA Ceska s.r.o. (Skandinávská 1/131 155 00 Prague).

The legal basis for data processing is the performance of the contract and compliance with legal obligations. If the Customer does not provide the data necessary for the provision of the service, online sales cannot be fulfilled. The personal data of the Customer for customer satisfaction surveys will be retained for 1 year, based on our legitimate interest, for the purpose of providing the service. The data is processed by the data processor during customer satisfaction surveys, which is part of the service provided by the data controller. The Customer has the right to object to data processing, and their consent can be withdrawn at any time; however, the withdrawal of consent does not affect the lawfulness of data processing prior to such withdrawal.

Duration of data processing: for the duration necessary for the performance of the sales contract and the period required by law (8 years for invoices). IKEA may use data processors. Upon request of the data subject, the data controller provides information on the data concerning the data subject, including data processed by the data processor on behalf of the data controller, as well as the sources of such data, the purpose, legal basis, and duration of data processing.

Data subjects' rights related to data processing:

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The data subject has the right to access their data, correct or erase their data, restrict data processing, and the right to data portability, as well as the right to object to data processing. These rights can be exercised in writing by sending a letter to IKEA Furnishing Ltd. (1148 Budapest, Örs vezér tere 22.) or by sending an email to data.privacy.hu@ikea.com.

The information is provided free of charge. IKEA is obliged to respond to the data subject's request in a clear and comprehensible form within the shortest possible time, but no later than within 25 days, and to provide reasons if the request is rejected. If the data subject does not agree with IKEA's decision or action, they may file a complaint with the authority (National Authority for Data Protection and Freedom of Information, <https://naih.hu>; address: 1055 Budapest Falk Miksa 9-11, postal address: 1363 Budapest, Pf.: 9., telephone: +36 (1) 391-1400, ugyfelszolgalat@naih.hu). In case of violation of the data subject's rights, they may take legal action against IKEA. The court shall decide on the matter without delay. Jurisdiction lies with the court. IKEA shall compensate the data subject for any damage caused by unlawful data processing or by the violation of data security requirements. IKEA is not liable for damages if it proves that the damage was caused by an unavoidable reason outside the scope of data processing. No compensation is required if the damage resulted from the deliberate or grossly negligent conduct of the injured party. If IKEA violates the personality rights of the data subject by unlawfully processing their data or by violating data security requirements, the data subject is entitled to claim damages from IKEA.