



# IKEA Lakberendezési Kft.

## General Terms and Conditions for Corporate Customers

### Introductory Provisions

IKEA Furnishing Ltd., registered office: 1148 Budapest, Örs vezér tere 22., Hungary, registered with the Metropolitan Court of Registration under company registration number 01-09-162734, VAT number: 10731084-2-44 (hereinafter: "IKEA" or the "Company"), hereby issues these General Terms and Conditions for bank transfer purchases (hereinafter: "GTC"), which enter into force on 1st November 2025, superseding all earlier versions of this document.

By opening a Customer Account or using any of IKEA's services provided to corporate customers, these GTC form an inseparable part of all such services and any contract concluded thereunder. IKEA reserves the right to amend and modify these GTC at its sole discretion. Any such amendments shall become effective and applicable upon publication on IKEA's website.

These GTC shall be provided to the Customer at the time of ordering goods and services. By placing an order via e-mail or by any other means, the Customer accepts these GTC. Should the Customer not accept any provision herein, it shall not be entitled to use IKEA's services or make purchases.

IKEA reserves the right to amend its undertakings and declarations, particularly in the case of obvious clerical or other errors.

The Customer acknowledges that products are available subject to stock. IKEA reserves the right to discontinue the sale of products or unilaterally cancel orders placed by the Customer due to force majeure, unforeseen circumstances, or production/raw material shortages.

### Corporate Customer

Corporate Customers are defined as entrepreneurs and other persons not qualifying as consumers (including legal entities, registered companies, sole proprietors, civil organisations, non-profit organisations, and all other business operators acting in their own name and at their own risk for remuneration) who purchase IKEA products or services (hereinafter: the "Customer").

Any conduct or declaration by a natural person acting on behalf of the Customer shall be deemed the conduct or declaration of the Customer itself.

### Notice

By opening a Customer Account or using any of IKEA's services provided to corporate customers, the Customer acknowledges having read and expressly accepted these GTC as well as the Privacy Notice, in the wording valid at the time of using the service.

The Customer acknowledges that the Company is the exclusive distributor of the IKEA product range. The Company is not authorised to sell or distribute IKEA products/services for the purpose of resale or leasing (wholesale), neither in Hungary nor abroad. By placing an order, the Customer confirms and declares that it purchases the IKEA product(s)/service(s) solely for its own use, that it will remain the end-user, and that it shall not integrate the product(s)/service(s) into its business activity in a manner that involves transfer to third parties, in particular resale or leasing.

Purchasing the products/services does not entitle the Customer to use the Company's or its contractors' trademarks, trade names, logos, etc. The Customer shall bear full liability for damages resulting from breach of this section or of these GTC.

### Services Provided by the IKEA Business Department

The Customer may use the services of the IKEA Business Department throughout the purchasing process.

Customers may order various services, including interior design consultancy for office spaces, ordering selected products via e-mail using the shopping list available at [www.ikea.hu](http://www.ikea.hu), and ordering product picking and delivery under the terms published at <https://www.ikea.com/hu/hu/ikea-business/>.

Service fees are charged in accordance with the applicable price list.

The price list is available at [www.IKEA.hu](http://www.IKEA.hu).

In addition to the contractual relationship established by opening a Customer Account, a sales contract is concluded upon ordering goods, and a service contract is concluded upon ordering services between the Customer and IKEA. Such contracts shall be deemed contracts in the Hungarian language, governed by Hungarian law and these GTC.

### Ordering Process

The Customer may place orders with IKEA in the following ways:



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- in person at any of our stores
- online
- via e-mail to [business.support.hu@ikea.com](mailto:business.support.hu@ikea.com)

IKEA provides Customers registered with a Customer Account the option to pay for orders placed in person or via e-mail either in advance or by deferred bank transfer.

### Conditions for Using a Customer Account

A Customer Account balance consists of funds transferred by the Customer to IKEA's bank account held with UniCredit Bank Hungary Zrt. (hereinafter: "Customer Account").

To open a Customer Account, the Customer must provide the following documents:

- Completed registration form
- Current certificate of incorporation issued by the competent registry court/authority or other official document verifying registration and lawful operation
- Specimen signature of the legal representative and/or written authorisation issued to the person authorised to represent the company
- IKEA reserves the right to request any other document necessary to verify and confirm the Customer's existence and lawful operation as a condition for registration

The Customer must immediately notify the Company of any changes in the data provided or in the natural person acting on behalf of the Customer. IKEA shall not be liable for errors resulting from failure to provide such notification.

Unless otherwise stated, the Customer Account has no expiry date. IKEA shall not be liable for any misuse of the Customer Account by third parties.

### Rules for Orders Placed via E-mail

When ordering by e-mail, the following additional rules apply.

The Customer's e-mail order sent to [business.support.hu@ikea.com](mailto:business.support.hu@ikea.com) must include:

- The **IKEA Business Network** digital card number (QR code);
- The product name, article number and quantity (this requirement may be fulfilled by sending the IKEA shopping list);
- The delivery location within the territory of Hungary if delivery is requested, or, in the case of in-store collection, the name of the preferred store;
- Any other corporate services requested, if applicable.

### Purchases by E-mail – Prepayment

In the case of prepayment, the Customer shall, based on the pro forma invoice issued by IKEA Furnishing Ltd., transfer in advance to the Customer Account the total consideration of the intended order, from which IKEA Furnishing Ltd., in the event of a successful order, is entitled to deduct the price of the goods and services used by the Customer. The Customer may amend or correct its order until the order confirmation has been received.

An order does not bind the Company until the Customer has paid the full purchase price and all other charges (including delivery fees). Following submission of the order, IKEA Furnishing Ltd. will send the pro forma invoice to the Customer; the Customer shall confirm receipt by e-mail within 24 hours and transfer the amount indicated by the deadline stated on the pro forma invoice to the Customer Account. Upon the Customer's confirmation, IKEA Furnishing Ltd. is entitled to deduct the full purchase price and any other charges from the Customer Account and to establish the fact and success of the order. Picking of products, delivery or goods preparation begins only after a delivery/collection slot has been booked.

### Purchases by E-mail – Deferred Bank Transfer

In the case of Payment on invoice, the Customer shall transfer, after successful performance of the service, the consideration of the intended order to the Customer Account on the basis of the invoice issued by IKEA Furnishing Ltd.

Workflow: After the order is placed, IKEA Furnishing Ltd. will send a quotation to the Customer. No automatic reservation of products is made upon sending the quotation. The Customer has 5 days to accept the quotation by e-mail. By accepting the quotation, the Customer acknowledges that it is not entitled to modify, correct or withdraw the order thereafter.

An order is successful when the Customer accepts the quotation and IKEA Furnishing Ltd. sends an order confirmation e-mail to the Customer. Upon confirming the Customer's order, IKEA Furnishing Ltd. is entitled to deduct the full purchase price and other charges from the Purchasing Limit (see below) and to establish the fact of the order.



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Prior to reserving an appointment for the service, our colleague will contact the Customer to coordinate the timing. After acceptance of the quotation, the Customer acknowledges that it is not entitled to modify, correct or withdraw the order. The sales contract shall be deemed concluded when the Customer has received the written e-mail order confirmation. Picking of products begins only after delivery or goods-preparation has been booked. Placing an order does not constitute a reservation of products; therefore, products may sell out.

The delivery deadline indicated in the confirmation is indicative and may vary depending on product availability. IKEA Furnishing Ltd. expressly reserves the right to make partial deliveries. The delivery obligation is fulfilled by delivery to the address specified by the Customer.

IKEA Furnishing Ltd. is entitled to refuse the order if the Customer has failed to settle invoices arising from previous purchases in due time.

### **Purchasing Limit (Credit Limit) Rules**

IKEA Furnishing Ltd. reserves the right to set a personalised purchasing limit for the Customer's account (hereinafter: the "Credit Limit" or "Purchasing Limit"), for the determination of which it may also use the credit-rating services of an external contractual partner. The Purchasing Limit is a rating assessing the Customer's financial position and the risk associated with Payment on invoice, enabling orders to be fulfilled with deferred bank transfer. The assessment by the credit-rating provider is not binding on the Company; it merely assists IKEA Furnishing Ltd. in determining the Purchasing Limit. IKEA Furnishing Ltd. may, at its sole discretion, modify or revoke the amount of the Customer's Purchasing Limit or the availability thereof.

By placing an order with Payment on invoice, the Customer consents to IKEA Furnishing Ltd. forwarding the business data of the Customer (company name, registered office, tax number and, where necessary, company registration number) to its external partners for the purpose of credit assessment.

The Customer may place orders up to the amount of the Credit Limit, from which IKEA Furnishing Ltd. is entitled to deduct the costs of the order. No commission or other fee is charged by IKEA Furnishing Ltd. for maintaining the Credit Limit. Maintaining the Purchasing Limit does not constitute a financial service or lending activity within the meaning of the Hungarian Act on Credit Institutions and Financial Enterprises.

The maximum Credit Limit is determined individually on the basis of the credit assessment. Orders exceeding the Credit Limit cannot be placed with deferred bank transfer. If the Customer's order would exceed the established Credit Limit, the entire amount of the order may only be paid by prepayment.

IKEA Furnishing Ltd. reserves the right, at its sole discretion, to dispense with the use of a credit-rating provider and grant the option of deferred bank transfer without such assessment.

In the event of withdrawal from the order or from the contract, the Customer shall reimburse the incurred delivery and transportation costs.

If the Customer is in default with any due invoice, or if the credit-rating provider informs IKEA Furnishing Ltd. of the Customer's adverse financial position, all outstanding debts of the Customer shall become immediately due and payable, irrespective of the agreed payment deadline. In such case, IKEA Furnishing Ltd. shall be entitled—without prejudice to its claim for damages—to suspend any due service until settlement of the debt, or to terminate/withdraw from the contract.

### **Extra Orders**

An Extra Order is an order that exceeds the domestic stock available to IKEA Furnishing Ltd. at the time the order is placed. Extra Orders may be placed only with prepayment. In the case of an Extra Order, following settlement of the price of the products and services, IKEA Furnishing Ltd. will order the required quantity for the Customer from the European Central Warehouse. After payment of the purchase price, the Customer may not cancel the order. For Extra Orders, IKEA Furnishing Ltd. does not provide the 365-day return (change-of-mind) option for the products.

### **Payment Terms**

The Customer may choose to pay either in advance by bank transfer or by deferred bank transfer, subject to IKEA's prior approval.

In the case of purchases made via bank transfer, the Customer will receive a settlement invoice (tax document) confirming successful payment, in accordance with the applicable legal regulations. The invoice will be sent to the email address provided on the registration form.

### **Payment Terms for Purchases via Bank Transfer**

In the case of purchases made via bank transfer, the Customer is required to transfer the total amount corresponding to the value of the goods and services to IKEA's account held at UniCredit Bank Zrt. (hereinafter referred to as the 'Customer Account') at the time of placing the order, based on the pro forma invoice issued by IKEA. IKEA guarantees that the prices indicated on the pro forma invoice will not increase for 30 days from the date of issuance.



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Due to potential changes in product categories — such as the discontinuation or suspension of the production or sale of certain products — IKEA cannot guarantee product availability. Payment via bank transfer does not constitute an automatic reservation of the products.

For purchases made via bank transfer, the Customer must pay the full amount of the order by bank transfer; in this case, IKEA credit cards, vouchers, and gift cards cannot be used. The amount credited to the Customer Account may be used to pay for all goods and services, except for purchases made in the restaurant, bistro, and Swedish Food Market. The processing of bank transfers and payments related to a specific Customer Account takes a minimum of four working days.

### Payment Terms for In-Store Purchases

#### a) In-store purchases via bank transfer charged to the Customer Account

The Customer may obtain confirmation of the available balance on their Customer Account (hereinafter referred to as the 'accompanying document') from the IKEA Business department staff. The Customer is required to present the accompanying document at the checkout when making the payment. After payment, the Customer will receive the original copy of the receipt (marked as "Non-tax document"). In accordance with applicable legal regulations, the Customer will receive a settlement invoice (tax document) sent to the email address provided on the registration form.

#### b) In-store purchases without using a Customer Account

For in-store purchases, the Customer may also shop without using a Customer Account. In this case, the order may be paid in cash (up to a maximum of HUF 1.5 million per contract per month), by credit card, or by using an IKEA credit card, voucher, or gift card.

### Payment Terms in Case of Post-Payment Bank Transfer

In case of post-payment bank transfer, the Customer, in accordance with the applicable legal regulations, receives an invoice (tax document) after successful performance, sent to the email address provided on the registration form.

The Customer is obliged to settle the value of the goods and services by post-payment bank transfer within the deadline indicated on the invoice, as follows: the transfer must be made from the bank account number provided on the registration form. The Customer is not entitled to withhold payments due to incomplete delivery, warranty or voluntary warranty claims, or defects. The Customer is not entitled to compensation, except if the claim has been legally confirmed by a court or acknowledged by IKEA. The Customer may submit any comments or objections related to the performance of the contract through IKEA Customer Service.

Payment by cash or direct debit is not possible. IKEA is not obliged, but entitled to verify the identity of the person placing the order. Furthermore, the Customer is responsible for the payment of IKEA for Business orders. Orders may be placed only by persons who are listed as authorized representatives on the registration form duly signed by the company.

The Customer is obliged to transfer the total amount corresponding to the value of the goods and services to IKEA's account held at UniCredit Bank Zrt., based on the invoice issued by IKEA, within the deadline following the issuance of the invoice. IKEA guarantees that the prices indicated in the quotation will not change for 5 days from the date of issuance. Due to possible changes in product categories, which may result from the discontinuation or suspension of the production or sale of certain products, IKEA cannot guarantee the availability of products.

In case of purchase via post-payment bank transfer, the Customer is obliged to pay the full amount of the order by bank transfer; in this case, IKEA credit card, voucher, and gift card cannot be used. The processing of bank transfers and payments related to a specific Customer Account may take up to four working days.

### Retention of Ownership

All goods delivered by IKEA remain the property of IKEA until the full purchase price has been paid.

We draw the Customer's attention to the fact that if the payment obligation based on the invoice issued for post-payment bank transfer is not fulfilled within the specified deadline, IKEA will immediately take action to enforce the Customer's outstanding debt, increased by collection costs (late payment interest, debt collection agency fees, etc.), which may be carried out through IKEA's external debt collection partner if necessary. In such cases, for the successful collection of the Customer's debt, IKEA will forward the Customer's data (company data, debt-related data, contact details, email orders, messages, etc.) to the credit rating agency and external partners for the purpose of debt collection. By placing the order, the Customer acknowledges and accepts this notice and agrees that, if necessary, the above-mentioned and other data required for the enforcement of overdue payments may be forwarded for the purpose of debt recovery.

### Liability for Defects and Warranty Conditions

The general liability for defects related to the purchase of goods or the use of IKEA services for business purposes is governed by the Civil Code.

### 365-Day Product Return



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The Customer may exercise the 365-day product return, except in cases where the Customer paid based on a pro forma invoice for a special order during the ordering process. In the case of a special order, IKEA does not provide the 365-day product return. In case of a complaint, the Customer is obliged to present the proof of purchase of the product. Further information about product returns is available at [www.IKEA.hu](http://www.IKEA.hu).

The amount paid by the Customer will be refunded by IKEA using the same payment method as the original transaction.

### **Refund of Payment Instruments in Case of Prepayment**

If the Customer does not wish to use the amount available on the Customer Account paid via prepayment, they are obliged to indicate their intention to request a refund in writing, by sending a message to [business.support.hu@ikea.com](mailto:business.support.hu@ikea.com) including the digital card number (QR code). IKEA will refund the amount requested by the Customer to the bank account provided on the registration form.

### **Termination of the Customer Account**

The Customer may terminate their Customer Account and must indicate this intention via email. The Customer is obliged to submit a written refund request to IKEA regarding the funds paid. The refunded amount will be transferred to the bank account provided on the registration form within thirty days from the receipt of the request.

### **Limitation of Liability**

IKEA is entitled – but not obliged – to identify the person acting on behalf of the Customer by verifying an identity card or other official document.

IKEA does not assume liability for any potential misuse arising from the use and/or presentation of the IKEA Business Network digital card (QR code), or during the confirmation of the order.

The confidential handling of the IKEA Business Network digital card (QR code), including ensuring that the card data is only accessible to the person designated by the Customer, is the exclusive responsibility of the Customer.

IKEA's liability for breach of contract does not extend to consequential damages – in particular, other damages to the Customer's assets and lost financial benefits – and IKEA excludes liability in this regard.

### **Information Service**

The Company answers Customer inquiries during working hours via phone at +36 1 808-9230, via email at [business.support.hu@ikea.com](mailto:business.support.hu@ikea.com), through the website [IKEA.hu/kapcsolat](http://IKEA.hu/kapcsolat), and in person at any IKEA store in Hungary. Further information is available at [IKEA.hu/aruhazak](http://IKEA.hu/aruhazak).

### **Privacy Notice – Protection of Personal Data**

IKEA is the data controller of the identification and contact details (personal data) of the Authorized persons designated by the Customer. Providing personal data is necessary to verify that the person acting and contracting on behalf of the Customer is authorized to place orders and communicate with the Company.

IKEA processes the personal data of the Authorized person during the validity of the authorization or the existence of the Customer Account, and if necessary, after their expiration, until the settlement of any claims related to the contract. The fact of revocation of the authorization must be communicated to the Company immediately.

IKEA processes personal data based on its legitimate interest, for the purpose of fulfilling legal claims and administrative needs.

The Authorized person has the right to access, rectify, or delete their personal data, and may request the restriction of its processing.

Additional rights include: the right to object to data processing and the right to data portability.

Furthermore, the data subject has the right to lodge a complaint with the supervisory authority, the NAIH (National Authority for Data Protection and Freedom of Information, address: 1125 Budapest, Szilágyi Erzsébet fasor 22/c., phone: +36 (1) 391-1400, email: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu), website: [www.naih.hu](http://www.naih.hu)).

All rights may be exercised by sending an email to [data.privacy.hu@ikea.com](mailto:data.privacy.hu@ikea.com) or by postal mail to the Privacy Office, IKEA Lakberendezési Kft. (1148 Budapest, Örs vezér tere 22.).

This document containing the contractual terms and conditions has been prepared in both Hungarian and English. In case of any discrepancy between the two versions, the Hungarian version shall prevail.