

Terms and Conditions Online Spare Part Ordering

IKEA India Private Limited ("IKEA") is a private limited company incorporated in India with a vision to create a better everyday life for the many people. To accomplish this vision, we at IKEA reach out to many people through multiple channels to demonstrate and showcase our products and range.

By accepting to these terms and conditions, the Customers acknowledge that this service of provision of spare parts shall not be provided by IKEA but by IKEA Components AB ("IKEA Sweden") through their courier partners DHL Logistics Private Limited and or their chain partner/group entities in India ("DHL") and therefore there shall be no privity of contract for the customer with IKEA India.

- Customer can order for the spare parts online by clicking on the ikea.com/in link that shall be serviced by IKEA Sweden.
- Spare parts number will be available on article manual or on webpage of article under more information tab.
- All requested spare parts are directly shipped from Sweden by IKEA Sweden and IKEA India shall not be liable or responsible in any manner.
- IKEA Sweden sends spare parts only thru DHL service partner.
- Indian custom regulation will be applied for all parcel received from Sweden.
- DHL will reach out to all customers for KYC documents, and it shall be the sole discretion of the customers to provide any such details as may be requested by DHL.
- DHL will share the link thru email to upload the KYC document.
- Customer are requested to note that DHL will only deliver the ordered spare parts post receipt of all relevant document that may be share at the sole discretion of the customer.
- DHL will ask for govt id with address proof, and it shall match with the delivery address.
- Any govt. ID with address proof ex. Aadhar, etc. will be excepted by DHL.
- In case of any issue pertaining to this service including delivery, customer shall directly contact DHL.
- Customer shall provide KYC within 3 days to avoid storage charges at warehouse.
- No Money will be asked by DHL for spare parts and Customs duty.
- For more information, please go to DHL website or click [here](#).

DHL will not ask for any OTP or money from customer under any circumstances. Incase of any fraud related issues customer can directly raise the concern with DHL. IKEA will not be responsible for any fraud, claims or losses due to any fraudulent call, for more information on DHL fraud awareness [click here](#).

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IKEA will not have any information regards to delivery of spare parts, Since its directly between customer and DHL.

IKEA reserves the right to cancel/modify due to unforeseen circumstances.IKEA also reserves right to change any terms and condition of the service.

In case of any matter requiring jurisdiction, Bangalore shall be considered to be the place of jurisdiction.

Disclaimer: IKEA shall be relieved of any liability/ obligations/ responsibilities arising out of or in connection with this service and that no claim relating to any losses or injuries (including financial, mental, physical, emotional, special, indirect and consequential losses) shall be asserted against IKEA, its parent companies, affiliates, directors, officers, employees or agents from any and all losses, damages, rights, claims and actions of any kind resulting from this service/campaign/voucher, including without limitation, personal injuries, death and property damage.