



IKEA FAMILY REWARDS TERMS AND CONDITIONS FOR B2C ONLY

Welcome to IKEA Family, where home ideas are brought to life, your way!

They say you can't choose your family, but everyone is invited to ours! Whether you're taking on the DIY project of your dreams or just want to feel happier in the space you call home, IKEA Family is here to give you a helping hand. Let's bring your ideas to life.

1. Who are we?

IKEA is a global leader in life at home. Founded in Sweden in 1943, IKEA is now a worldwide retailer of affordable, well-designed products and solutions for every room in your home. Our values and optimism are shared with millions of co-workers and customers around the world. Along with our desire to champion sustainable living, responsible sourcing, and communities in need of support.

2. The legal bits

When you create an IKEA Family Account you enter into an agreement with IKEA.

These terms and conditions ("Terms and Conditions") form a legal agreement between you (we will refer to you as the "user" or "member") and IKEA India Pvt Ltd. ("IKEA", "we", "us") regarding your use of your IKEA Family account (the "Account") and thereto connected services, benefits and rewards. All activities connected to your Account (and your IKEA Family membership card whether digital and/or physical) are governed by and provided in accordance with these Terms and Conditions, so please make sure that you read through before you sign up.

We reserve the right to update and modify IKEA Family from time to time, including the services, benefits and rewards as well as these Terms and Conditions. These changes are effective immediately upon posting the changes on [IKEA.com/in](https://www.IKEA.com/in), so remember to check back in before you use your Account, as the latest version of the Terms and Conditions will apply. If you continue to use your Account following an update of the Terms and Conditions, this will be accepted by you of such revised new terms and conditions. Significant changes and updates may in some cases be notified to you via email. If you don't agree to the changes, you will have the option



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to actively withdraw from these Terms and Conditions by terminating your Account (see section 14).

We reserve the right to update and modify IKEA Family from time to time, including the services, benefits and rewards as well as these Terms and Conditions for valid reasons, such as changes in the provisions of law, service scope adjustment, technical updates, or other important operations if applicable to these Terms and Conditions. We will notify you in advance about any such changes and none of these changes will affect your preexisting rights. If you don't agree to the changes, you will have the option to actively withdraw from these Terms and Conditions and terminate your Account.

These rewards are not applicable for B2B customers or customers with GSTIN billing. In case customer transfers or changes his billing from B2C to B2B, points earned will be deleted for B2C transaction. This can also mean having negative balance on B2C account/Profile. Also, IBN or IKEA Business Network customers cannot earn Rewards as this is an IKEA Family Member benefit only.

The information about the statutory right of withdrawal from these Terms and Conditions are set out in Appendix 1.

3. Contacts and complaints

We'd love to hear from you! Here are some ways you can contact us. Chat, Email: customer.support.in@ikea.com, Call 18004194532

If you have feedback, comments, complaints or questions regarding IKEA Family and the services, benefits and rewards, your Account or these Terms and Conditions, please contact IKEA customer service online or by phone 1800-419-4532

When filing a complaint, please provide your first and last name, address, the reason for the complaint and preferred contact method. We will respond to your complaint within 4 days of its receipt.

4. The IKEA Family Account



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The IKEA Family Account is available to individuals that are 18 years or older and is for personal use only. You are responsible for all activities on your Account.

To join IKEA Family, you must be at least 18 years old, be resident in India and have [a valid email address and Phone no. that your Account will be tied to. IKEA Family is intended for private use only, so you are not allowed to create an Account on behalf of a company (we invite companies to join our IKEA for Business network instead). We only allow you to have one valid Account at a time and your Account and connected IKEA Family membership card (whether digital and/or physical) are personal and you cannot transfer it to another person. If the application is incomplete, we may not be able to register you as an IKEA Family member. Membership is free of charge.

The minimum technical requirements for using IKEA Family include access to email, a mobile phone for calls, WhatsApp messages and text messages, an internet-connected device supporting current versions of Google Chrome, Mozilla Firefox, Microsoft Edge or Safari.

The IKEA Family membership card is not a payment card.

We trust you to keep your email address, contact details and communication preferences verified and up to date, you can update your information at any time by logging into your Account. You are responsible for all activities that occur on your Account and for maintaining the confidentiality of your password.

Creating an Account means that we will collect and process your personal data. Please read the IKEA Family Privacy Notice for more information.

You are responsible for all User Content, including reviews, published listings and any actions that happen under your Account.

5. Services, benefits and rewards

When you're a member of IKEA Family, you get the tools, support, and benefits you need to make your home improvement plans a reality. To make sure you never miss out on your instant benefits and rewards, always remember to log in or use your IKEA Family membership number at check-out (instore, Website and Remote).



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We offer a great variety of services, benefits and rewards to our Family members and we are constantly working on new services, incentives and offers to be added to IKEA Family. To enjoy all of this, you must identify yourself as an IKEA Family member and you can do this in the following ways:

- In our stores you can use your IKEA Family membership card or identify with your phone number
- On our website ikea.in, and in the IKEA app you identify by logging in to your Account with your email address/ Mobile no. and password.
- If you are purchasing through shop by phone option, then you can identify and share your membership no.

Please keep in mind that the IKEA Family services, benefits and rewards may change over time and are subject to availability. Such changes will not affect the preexisting benefits provided. Current and up-to-date IKEA Family services, benefits and rewards are always made available on our website. Benefits communicated individually (including tailored offers) may be available only to selected members based on certain individual criteria established by IKEA (e.g. interests). Individually communicated benefits are non-transferable unless otherwise stated. Here are some key benefits that may be available to you as an IKEA Family member:

A. Member discounts

From time to time, we will offer member discounts on certain items, product categories, services or food. The discounts are time-limited offers for which specific conditions may apply, and they are always subject to availability.

B. Damage Protection

We know that things can go wrong. If your new IKEA product is damaged when you bring it home or during assembly, we will take it back or replace the damaged component(s), if you return the product within 14 days of the date of purchase. The Damage protection doesn't apply to damage caused by a third-party transportation company or third-party assembly service provider. It only applies to purchases that you have made as an identified IKEA Family member.



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C. Digital receipts:

As an IKEA registered member, we will by default provide digital receipt for all your purchases. In case you need physical copy in store then customers can request for same. For online and shop by phone orders customers must take self-print for same. All purchases are available to be viewed in profile purchase history.

D. Rewards from IKEA Family

As an IKEA Family member, you collect points with your IKEA purchases that you can use to choose a reward. To enjoy points, you must have an active Account with the possibility to login on our website. Please note that you cannot collect IKEA Family points on purchases that you make as a member of the IKEA Business Network, as you cannot benefit from both programs at the same time.

a) How do I collect points?

You collect points on all your purchases from IKEA in India (currently, it is not possible to collect points if you shop with IKEA in another country), whether you buy products or services, online or in physical stores, and when you shop in our restaurants and the Swedish Food Market. The only purchases that don't entitle you to points are **gift card purchases** and **purchases made as an IKEA for Business member** (as explained above you need to choose whether the purchase should be registered with your Account or your IKEA Business Network Account). You can also collect points on a weekly basis by interacting with IKEA in any of the following ways:

1. Logging in to your Account on the web or app (Once a month)
2. Creating a wish list and saving it on your Account (once a month)
3. Create and save a design with a kitchen planner (once a month)
4. Registering for and attending an IKEA event for customers/public.
5. Book and attending design planning appointment (first paid appointment only)

Please note that you can only receive points for these interactions once a month for each type of interaction except point 4 and 5. As an example, you may log in to your Account several times in the same month, or create several wish lists, but you



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will only receive points the first time you login and for the first wish list you create. When it is 1st of the month again you can receive new points for the same type of interaction.

Detailed information about the exact number of points that can be collected on purchases and interactions can be found on your Account, through our website or app. IKEA reserves the right to change the number of points that can be collected for purchases and interactions as well as to change the interactions and purchases that allow members to collect points. Information about such changes will be found on your Account. These changes will not affect your preexisting rights.

To collect points for purchases and interactions online, you must be logged in to your Account; and for purchases and activities in the store, you must present a IKEA Family membership card or identify yourself as a member in another approved way (e.g. through your phone number). If you don't identify yourself in a interaction, you will not be able to do so later, even if you have evidence of the interaction. The identification is important since, for technical reasons, it is not possible for us to assign points to IKEA Family members who were not identified at the time of interaction.

You earn one reward point for **every [50 INR]** that you spend. This means that you may collect more points if you purchase several items together compared to if you purchase each item separately. If you collect points for a purchase, but then return the purchased item(s), we will recalculate the purchase and deduct points from your reward point total, based on the value of the returned item(s). As a result of the recalculation, you may end up losing more points than the item is worth in itself. We know this is a bit complicated, so here are two examples:

- i. You purchase three items (priced 30 INR, 70 INR and 50 INR) for a total of INR 150, which means you collect 3 points. If you had purchased each item separately, you would have received only 2 points since no point would have been rewarded for the item costing 30 INR.
- ii. You purchase three items (priced 30 INR, 70 INR and 50 INR) for a total of INR 150, which means you collect 3 points. You then return the item that costs 30



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INR, which means you have spent 120 INR. We will then recalculate your points based on a 120 INR spend which means you will only receive 2 points for the purchase. We will deduct 1 point from your current point total even if the returned item has a lower value than 50 INR.

The return of an item could also lead to a negative point total on your Account. Please note that in case of a negative point total, IKEA will not make any claim against you, nor are there any obligations associated with it.

Points are not refundable or transferable and cannot be exchanged for money. They can only be used as exchange for various rewards that are made available through IKEA Family. Points are valid during a period **of [18 months]** from the date the point is granted to your Account. After this date the points will automatically expire, but don't worry – if your points are due to expire within the last three (3) months, we will send you an email reminder to make sure you can spend them before they expire.

You can see how many points you have collected, the expiration date of your points as well as the available rewards, on your Account. Points will appear on your Account at the **latest 48 hours** after completing a purchase or interacting with the IKEA tools and services. Please note that the purchase is not complete until all products in your order have **been delivered** to you.

b) How can I use my points?

When you have collected enough points and those points have been registered on your Account, the rewards will automatically unlock in your Account. If you find a reward that you like (and assuming you have enough points) you can choose to redeem the reward. The required number of points will then be subtracted from your point total, and you will receive an email with a voucher (in a digital form) confirming your choice. Further, it is not possible to redeem points in the transaction in which they are earned. You can use the voucher, but the billing amount shall be at least INR 1 post redemption of rewards. Zero amount billing cannot be done.



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Customer cannot use Product vouchers on Services or food billing. Food voucher cannot be used on products or services and Services vouchers cannot be used on product and food billing.

You can use the voucher on our website, in the IKEA app, in-store or by contacting the Customer Support Centre 1800 419 4532, but please keep in mind that not every voucher can be used in every channel (e.g. if you have redeemed a free delivery, this is for online purchases and Shop by phone only and cannot be used in the store). The voucher can only be used once and will expire if it is not used within thirty (30) days from the day it was redeemed. This means that the voucher is forfeited as soon as it has been used and unfortunately, for technical reasons, this will apply even if the order is later cancelled by you.

Reward Name (English)	To be combined with other campaigns	Applicable to store orders made by coworker	Minimum required customer spends
₹200 off food	Yes	n/a	201
₹300 off food	Yes	n/a	301
₹500 off food	Yes	n/a	501
₹250 off products	Yes	Yes	251
₹500 off products	Yes	Yes	501
₹750 off products	Yes	Yes	751
₹1000 off products	Yes	Yes	1001
₹2000 off products	Yes	Yes	2001
₹3000 off products	Yes	Yes	3001



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c) What different rewards can I have?

Below are some examples of rewards that you can choose from your points:

- A free service like consultation or recycling
- A free complete meal or hot drink and cake
- Discount on accessory products (excluding products from the Circular Hub)

The rewards available may change over time based, among other reasons, on availability of products and services in our stores but also on customer interests and needs. This means that we cannot guarantee that a specific reward is available at the time you wish to use it. Currently available rewards and the number of points required for each of them, as well as the instructions for choosing and selecting a reward, are available in your Account. Once the points have been used to select a reward, they will no longer be available in your Account. Points can only be used to redeem rewards and cannot be used as partial payment for the purchase of items or services.

d) Returning the voucher

If you cannot or do not wish to use the voucher within the thirty (30)-day period, you have the option of returning the voucher. This will prevent the voucher and the points redeemed for it from expiring. If you return the voucher before the end of the thirty **(30) day period**, the redeemed points will be refunded to your Account. You can exchange the refunded points for another reward within their original validity period (18 months from the date the point is granted to your Account. To return a voucher, please contact IKEA customer support at 1800-419-4532

5.1 Returning of products after using rewards on the product or transaction

IKEA family customer can use the redeemed rewards on any transaction as per conditions on rewards voucher, incase customer chooses to return post the consumption of voucher, then the rewards point will not be given back and only amount paid in that transaction will be paid Back to customers and points earned will be also deducted



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Ex. Customer bought for 200 INR and used 50 INR product vouchers. Customer made payment of 150 INR, If customer returns all articles in transaction, then only 150 will be given in original mode of payment or Digital refund card (based on Exchange and refund guidelines) and points will be deducted for 150 INR i.e. 3 points which were earned on payment of 150INR.

Scenario 2: If customer purchases article for 201 INR and redeems voucher for 200, 1INR as payment, in case customer returns the article then customer will get only 1INR and 200 voucher is not refunded since that has been used on transaction. No point will be deducted since no points were earned for 1 INR

6. Ratings and reviews

You can rate and review IKEA products and services on [IKEA.com/in]. If you choose to do so, we expect you to do it in a kind and constructive way.

As an IKEA Family member, you may receive a proposal from IKEA to share your experience of purchasing from IKEA and using our products and services, to be posted on our website and the IKEA app. Please note that your review should only relate to the features and properties of our IKEA products and services. You acknowledge and agree that your ratings and reviews will be published anonymously but with an abbreviation of your name or a nickname, such as only the first name or initials.

IKEA is under no circumstances liable in any way for the content of the ratings and reviews, including, but not limited to, errors, omissions, or defamatory statements in such reviews or for any loss or damage of any kind that you may incur because of someone's review.

IKEA reserves the right to decide on any corrective measures of specific reviews. We also reserve the right to not publish or to later delete (in whole or in part) reviews that are in breach of applicable legislation or violating these Terms and Conditions (according to section 7 below).

6.1. User Content and messages



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Don't publish or message anything that is illegal or confidential and remember to only upload photos that you have a right to share. IKEA has a right to use all User Content for its own business-related purposes. If you see any inappropriate content uploaded by someone else, please report it to us.

If you publish a review on our retail website, you will upload photos, write descriptions, comments, messages, ratings and reviews etc. and otherwise create different type of content (all such content hereinafter referred to as "User Content"). You hereby acknowledge that you are fully responsible and liable for all User Content that you publish, and specifically agree to:

- a) Do not share User Content, which is illegal, harmful, threatening, abusive, harassing, tortuous, defamatory, vulgar, obscene, that may be invasive of another's right of privacy or publicity, is racially or ethnically hateful, or otherwise objectionable;
- b) only share User Content that you have a right to share (i.e. don't share any information that you have an obligation to keep confidential);
- c) not share User Content (e.g. photos of or information) about someone else unless you have secured that you have that person's consent to share the information; and
- d) not share User Content (especially photos) that infringes any patent, trademark, trade secret, copyright or other intellectual property or proprietary rights of any party.

IKEA reserves the right to block or remove, at any time and after having issued a prior warning, User Content and Accounts that contain content which is in violation of these Terms and Conditions or applicable law.

To the maximum extent permitted by law, you hereby grant to IKEA a non-exclusive, worldwide, royalty free, perpetual license to use and modify such User Content (except for messages), and create, use and dispose of derivative works created based on the User Content, for any purpose (especially for promotional and marketing purposes), including a right to reproduce, manufacture, copy,



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adapt, crop, modify, shorten or combine with other material, translate, perform, display, publish, sell, broadcast, transmit, or communicate to the public by any means and in any media whether now known or unknown and to distribute your User Content.

Although we do our best to review User Content, you understand and agree that you may be exposed to User Content that is inaccurate, objectionable, inappropriate or otherwise unsuited to your purpose. If you identify any conduct or User Content of a fraudulent, offensive, illegal or abusive nature, please report it through the available support chat so that IKEA can, where appropriate, take the necessary measures to ensure that our website and IKEA app are safe spaces for our IKEA Family members. As explained in section 8 below, all User Content is subject to content moderation.

6.2. Content moderation

We want to keep our online spaces friendly and free from harmful content and will take various actions to ensure that this is always the case.

We use manual and automatic intervention to ensure that content on our website and IKEA app do not violate laws or these Terms and Conditions. We determine the appropriate actions for moderation on a case-by-case basis.

6.3. Things we ask you not to do

Let's work together to ensure that IKEA Family is a safe space for everyone loving IKEA. You cannot misuse or tamper with our website or app and you need to treat other IKEA Family members with respect.

We know it might seem obvious, but when using the IKEA Family services, benefits and rewards, you must comply with applicable legislation and respect these Terms and Conditions. This means, among other things, that you must not:

- a) harass, stalk threaten, scam or otherwise intentionally mislead or deceive other IKEA Family members or copy their photos or other User Content and represent it as your own.



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- b) misuse or tamper with our website or the IKEA app, or the features and services that you get access to through your IKEA Family membership (e.g. hack our website, introduce viruses, trojans, worms, logic bombs or other technologically harmful material or carry out denial of service attacks etc.) or otherwise mess with our technologies or functionalities.
- c) copy or download any content from our websites or apps unless you are expressly authorized to do so; or
- d) intentionally or unintentionally violate any applicable local, national or international law, rule or regulation.

6.4. Intellectual property rights

Except for User Content, all content on our websites and apps belong to IKEA or its licensors.

As stated above, you are the holder of all rights in and to your User Content that you publish on our websites and app.

If you find that any content on our websites or app (whether User Content or otherwise) infringes your intellectual property rights, you can flag the content by contacting us through the relevant support chat. Please note that you should only flag content if you are the rights holder or an agent thereof.

With the exception of User Content, all title, ownership, rights, and intellectual property and industrial property rights in and to IKEA Family, our websites and apps and the IKEA brand shall remain with IKEA, other companies within Ingka Group, our franchisor, Inter IKEA Systems B.V. or our licensors. Your use of any of our IKEA Family services, benefits or rewards does not in any way imply the granting of any rights, authorizations, or licenses of any kind to the IKEA trademark, IKEA logo or any of the content on any IKEA websites or apps.

IKEA reserves the right to take appropriate legal action, including judicial and extrajudicial actions, against you for any infringement of the intellectual and/or industrial property rights owned by or licensed to IKEA or any company in Ingka Group.



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6.5. Third party materials

IKEA is not responsible for links to any non-IKEA websites. If you click on a link that takes you to another website, you do so at your own risk.

When browsing our websites and using our apps, you may find links to other non-IKEA websites or third-party content. Links to third party websites and content are provided for your convenience only, and IKEA makes no representations or warranties with respect to any third-party websites linked to or from an IKEA website or app. All access to linked third party websites is at your own risk and to the maximum extent permitted by applicable law, IKEA will not be liable in any way for any damage arising from your access to such websites.

6.6 Interruptions, viruses etc.

Our website and app might look different every time you visit. We are trying new things to improve our experience, but this also means that our website and app may be unavailable at times when we perform maintenance or when something unforeseen has happened.

While we will do our best to ensure the availability and function of all the IKEA Family services, benefits and rewards, interruptions will happen from time to time for both foreseen maintenance and unforeseen events. If possible, we will try to inform you about planned interruptions, and we will plan downtime outside of peak usage hours. To the maximum extent permitted by applicable law, IKEA will not be liable for any losses suffered by the interruption in the availability of our websites or apps, delay or failure to perform resulting from any causes whatsoever.

IKEA cannot guarantee the absence of viruses or other elements that could damage or alter the user's computer system (both hardware and software) and to the maximum extent permitted by applicable law, doesn't assume any liability arising from it. It is the user's responsibility to have appropriate tools for the detection of viruses or any other harmful computer element.

6.7. Our Termination and Suspension Rights



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If we suspect that you are in breach of these Terms and Conditions, we have the right to terminate your IKEA Family Account. In such cases, vouchers and reward points may be cancelled. The same could happen if your Account has been inactive for more than three years.

We may terminate or suspend your Account or restrict access to certain IKEA Family services if (a) your use of the IKEA Family membership is in breach of these Terms and Conditions or applicable legislation; or (b) your use of the IKEA Family membership is fraudulent, unauthorized or abusive of our services, benefits and rewards.

In such instance, IKEA will contact you via email to notify you and to provide you with a clear explanation for the restricted access, suspension or termination of your Account (as the case may be), including the expected period for suspension or restricted access (as relevant). We may also report any breach or illegal activity to the relevant law enforcement authorities and take any necessary action.

Should you wish to challenge a decision made by IKEA regarding the restriction of your access to any IKEA Family service or the suspension or termination of your Account, you have the option to submit a complaint. You will find information on how and where to submit such complaint in the notification from IKEA. Note that a complaint must be submitted to IKEA within six (6) months from the day you receive the notification.

If we see that you frequently submit notices or complaints that are manifestly unfounded, we may suspend for a reasonable period, and after having issued a warning, the processing of your notices and complaints submitted to IKEA. When assessing whether certain behavior constitutes misuse and deciding on the duration of the suspension, we will consider, among other things, the severity of misuse and the number of notices or complaints submitted by you.

In addition to the above, we may also terminate your Account if your Account has been inactive for more than three (3) years. By inactivity, we mean that you have not interacted with IKEA, such as logging in to your Account, opening our emails or making a purchase which has been registered on your Account.



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When your IKEA Family membership is terminated, all rights and obligations under these Terms and Conditions will automatically terminate except for rights of action occurring prior to termination, payment obligations, and sections entitled "Intellectual property", "Limitation of liability" and "Applicable law and disputes". If any rewards or benefits awarded to you under these Terms and Conditions are subsequently found to have been issued as a result of or in connection with a breach of these Terms and Conditions or any fraud or unauthorized use of your Account, IKEA reserves the right to cancel or reverse any reward voucher or reward points or other benefit issued to you.

6.8. Your Termination Rights

We are sad to see you go, but if you really want to leave IKEA Family, you can do so by simply deleting your Account.

If you decide that you no longer want to be an IKEA Family member you can terminate your membership, without cost, at any time by deleting your Account within the Account settings on our website or in the IKEA app or by contacting our customer support. If you do so, you will no longer be able to benefit from the IKEA Family membership and its benefits and rewards. Any benefits accrued at the date of cancellation will be forfeited and may not be redeemed following cancellation. Please note that uninstalling the IKEA app from your mobile device does not mean that you have terminated your Account.

User Content that you have created, such as ratings and reviews will not be automatically deleted if you terminate your membership, but will still be published on our websites and app. Please also remember that you are always welcome back to IKEA Family.

6.9. Limitation of liability

We are doing our best to make IKEA Family great, but we can't promise it will always be perfect. We will not compensate anyone because IKEA Family did not work out the way they wanted it to.



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To the maximum extent permitted by applicable law, and not affecting your statutory rights, in no event will IKEA (or its officers, directors, employees, agents) be liable to you for any damages of any kind, including without limitation any indirect, special or consequential damages, arising out of the use or inability to use IKEA Family, or under these Terms and Conditions even if we have been advised of the possibility of such damages or for any claim by any other party. Our services, benefits and rewards are provided “as is” and “as available” with no express or implied warranties of any kind and IKEA doesn’t guarantee the correctness, completeness, up-to-datedness or quality of the information provided. You agree to defend, indemnify and hold IKEA harmless from any losses, liabilities, damages, actions, claims or expenses (including reasonable legal fees) arising or resulting from your breach of these Terms and Conditions.

6.10. Miscellaneous

We cannot promise that IKEA Family will stay the same forever and we may need to make changes to the services we offer if needed for e.g. technical or legal reasons. This is the only Agreement between you and IKEA regarding IKEA Family, and it cannot be transferred to anyone else.

We reserve the right to suspend or terminate IKEA Family at any time for valid reasons only, such as adapting IKEA Family to a new technical environment, for other important operational reasons, in the event of changes to the services provided under these terms and conditions, or changes in law. However, this will not affect the rights we acquired prior to the termination or suspension of IKEA Family. In the event of suspension or termination of IKEA Family, we will notify you in advance.

We may assign, subcontract and otherwise transfer our rights and obligations under these Terms and Conditions to any other legal person, which you accept, but this will not affect your preexisting rights or our obligations under these Terms and Conditions.

These Terms and Conditions constitute the entire agreement between you and IKEA and supersede all previous agreements, promises and understandings



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between us, whether written or oral, relating to its subject matter (including any previous versions of these Terms and Conditions).

A waiver of any right or remedy is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy.

Each of the clauses of these Terms and Conditions operates separately. If any court or competent authority decides that any of them are unlawful or unenforceable, the remaining clauses will remain in full force and effect.

6.11. Governing law and disputes

Let's stay friends (hey, we are even Family!), but if we can't work it out, here is some information on how to get help.

If you have complaints, we encourage you to reach out to us directly to give IKEA the chance to address your concerns. There are also a number of alternative dispute resolution methods available for consumers in India, and you can turn to any such mediator for support.

IKEA reserves the right to cancel/modify any activities due to unforeseen circumstances.

IKEA also reserves right to change any terms and conditions of the campaign.

No disputes are allowed in this matter as this is the campaign of IKEA INDIA which is done out of its own volition and in good faith.

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

Disclaimer: IKEA shall be relieved of any liability/ obligations/ responsibilities arising out of or in connection with this service/campaign/voucher except as accepted in the conditions mentioned herein above 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



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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.

Appendix 1

Information on the statutory right of withdrawal

I. General provisions

1. The statutory right to withdraw from the agreement under these Terms and Conditions is granted only to you as a IKEA Family member who acts as a consumer.
2. As an IKEA Family member who has concluded an online agreement to become an IKEA Family member, you may withdraw from the agreement within 14 days without giving any reason and without incurring any costs.
3. The period for withdrawal from the agreement starts on the date of its conclusion.
4. To exercise your right of withdrawal, you must inform us of your decision to withdraw from this agreement by making a clear statement to this effect. To meet the withdrawal deadline, it is sufficient for you to send your statement before the deadline expires.
5. Your withdrawal statement may be made on the form indicated below (however it is not compulsory), using the chat available on our contact page, as well as at any of our physical stores. You may also submit your statement via our customer support line.
6. If you submit a withdrawal statement by sending an e-mail or by telephone, we will immediately acknowledge receipt of such statement by sending you an e-mail.



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7. Upon withdrawal from the agreement, any related ancillary agreements you have entered will expire if the performance under them is being provided by us or a third party based on an agreement with us.

8. Please note that uninstalling our mobile application does not constitute withdrawal from your membership agreement.

II. Effects of withdrawal from a Remote Agreement

1. In the event of withdrawal, the agreement will be deemed not to have been concluded.

2. After your withdrawal from the agreement, we will not use content other than personal data provided or created by you during your IKEA Family membership, with the exception of content that: (a) is useful solely in connection with the membership; (b) exclusively relates to your activities during the use of the membership; (c) has been merged by us with other data and cannot be separated without undue difficulty; (d) has been generated by you together with other members who may still use such content.

3. Upon your withdrawal from the agreement, we will prevent you from accessing the IKEA Family benefits, services and rewards and will deactivate your IKEA Family membership card.

Declaration of withdrawal from IKEA Family membership

I hereby withdraw from the membership agreement for the IKEA Family

Member's full name:

Member's address:

Contact phone number (if available):
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Email (if available):

IKEA Family membership card number:
.....



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Date of agreement conclusion:

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Date:

Signature: (if the form is submitted in paper form)