

# India Mattress Policy 2022

You are free to change your mind. It is important to us that you're happy with your IKEA Mattress. That is why we give you up to 60 days to exchange your mattress. If you are an IKEA Family or IKEA BUSINESS member, you have up to 90 days.

**Love it, exchange it! Mattress policy:** It takes time for you and your new mattress to get used to each other. That's why we give you 30 days to be sure you're compatible. If the chemistry isn't right, simply come back and choose another mattress subject to the terms and conditions mentioned herein below.

## What do we expect from you for exchange/refund?

### 1. Exchange

- You can exchange the mattress any time before 60<sup>th</sup> day or in case of IKEA Family /IKEA Business member before 90<sup>th</sup> day from the date of purchase.
- To exchange the mattress, we recommend you use the mattress for **at least 30 days**.
- Please ensure that the mattress you want to exchange is in **clean, hygienic, and in unstained condition**.
- The mattress that you wish to exchange must be selected from our full price mattress range.
- If the new mattress is higher in price you will need to pay the difference, if the mattress you select is lower in price the difference will be refunded to you on an IKEA refund card/voucher.
- If you (customer) do not want to buy another mattress, then you will be refunded through an IKEA refund card/voucher for the entire price of the mattress.
- IKEA refund card/voucher can only be redeemed at IKEA store/s in India and cannot not be redeemed online.

### 2. Refund: What do we mean when we say refund for mattress?

- If the return is within 60<sup>th</sup> day or in case of IKEA Family /IKEA Business member before 90<sup>th</sup> day from the date of purchase and the mattress is in original and unopened packaging only then IKEA may:
  - a. Refund the full price in original mode of payment.
  - b. Refund through an IKEA refund card/voucher for the entire price of the mattress.
- In case you would want to exchange the mattress, then the exchange policy as detailed above shall apply.

## What should you expect from us?

A friendly and helpful co-worker to support you with the exchange/refund, whether you speak to one of our team at the customer support center or in store.

### 1. Exchange

- We may refuse the exchange if the exchange criteria are not fully met.
- Proof of purchase is mandatorily required to be produced for refund or exchange. If proof of purchase is unavailable, the lowest selling price within the last 6 months for that product may be considered as the purchase price.
- The terms and conditions set out in this return policy apply to all mattress purchased from an IKEA store in India except Circular HUB or with whatever name as may be called as. This return policy is in addition to customer's statutory rights.

### 2. Refund

- For us to give you a full refund we expect that the mattress in the original and unopened packaging.
- If the packaging has been opened or removed from the mattress, then we will not issue a refund and it is only eligible for exchange within the exchange period timeline.

## How do I initiate Exchange?

- **Purchase from store:** We are happy to arrange a pickup of your mattress at an upfront cost, and exchange it with the mattress of your choice, please contact our customer support center on [1800 419 4532](tel:18004194532) and have your invoice available. For this service there are charges applicable, see our delivery prices for information or ask one of our team in our customer support center.
- Alternatively, for our customers living in Hyderabad, Navi Mumbai, Bengaluru, we welcome you to our returns and exchange department in store where you can exchange your Mattress
- **Purchase from Online:** Please contact our customer support center for exchange of mattress on [1800 419 4532](tel:18004194532) and have your invoice available. For this service there are charges applicable which must be paid upfront, see our delivery prices for information or ask one of our team in our customer support center.

## Order cancellation (Online):

- If you cancel your online order before the mattress is dispatched from our central warehouse you will be entitled to a full refund of mattress and delivery service. Once the mattress has left the central warehouse, we will process a refund for product,

however the delivery charge will not be refunded. Cancellation is not possible within 24 hours of the start of the delivery time window. e.g., If your delivery window is 10am-2pm, you must cancel by 9.59am latest on the previous day.

**Return of Mattress bought from the Circular Hub or with whatever name as may be called as.**

- If you purchase mattress from Circular Hub (or with whatever name as may be called as) (not available online) we offer you 7 days to exchange.
- Mattress purchased from Circular Hub (or with whatever name as may be called as) is only applicable for exchange or if you (customer) do not want to buy another mattress, then you will be refunded through an IKEA refund card/voucher for the price of the mattress.
- Exchange mattress can be selected from Circular Hub (with whatever name as may be called as) or Full range
- If the new mattress is higher in price you will need to pay the difference, if the mattress you select is lower in price the difference will be refunded to you on an IKEA refund card/voucher.
- Mattress purchased from Circular Hub (or with whatever name as may be called as) must be transported to store by customer for exchange and IKEA will not provide any pickup service for same.
- Proof of purchase is mandatorily required to be produced for exchange.

**\*Disclaimer:**

- Customers' acceptance of these terms and conditions shall deemed on purchase of the Mattress.
- IKEA shall have the right, at its sole discretion and at any time, to cancel/amend/ change/ modify these terms and conditions without notice and such change shall be effective immediately.
- Any disputes will be subject to the exclusive jurisdiction of the courts of Bangalore, India.
- IKEA reserves the right to take any relevant legal action on any of the Customers.
- IKEA shall be relieved of any liability/obligations/responsibilities arising out of or in connection with the return/refund/exchange except as accepted in the conditions mentioned above.