

Terms and conditions for Click and Collect

IKEA India Private Limited ("IKEA/we/us") 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 the many people through multiple channels to demonstrate and showcase our products and range and their effective utilization in the homes of the many people. To facilitate that vision, IKEA provides the facility of Click and Collect. Customer can place order online and collect from IKEA store or IKEA pickup points or External collection points.

Pricing

Customers are required to pay the applicable service charges for pickup of articles as elaborated below:

Type	Service Charge for Pickup (INR)	Redeemable amount	Valid
Click and collect	Starting 79	None	For per order

How to order for Click and Collect order.

Customer shall select article online, Select the pickup point/collection point, select the date and time from available slots, and make a payment for the order.

What can you expect?

IKEA will pick the articles and organize the movement to Click and Collect location.

IKEA Click and Collect in store You will meet an IKEA friendly coworker or a friendly coworker from our assigned partner who will handover your order to you.

IKEA Click and Collect near You: In case of an External collection point, you shall meet friendly coworker from our assigned partner to handover the order to you.

What we expect from you

- We expect you to pick up your order from the location and on the day, it has been chosen by you while booking.
- Following are the mandatories to be followed for the pickup/collection:
 - A valid photo ID (e.g., Aadhar card, driver license, Pan card or passport).
 - Your order confirmation.
- In case you have lost your order confirmation, please contact IKEA Remote Customer Meeting Point

- If you would like to nominate another person to collect the products on your behalf, please, also contact IKEA Remote Customer Meeting Point/IKEA Customer Care and make sure the person has the original e-mail confirmation along with their valid photo ID.
- In order to ease your goods pick up, please bring a bag or a box.
- Please be mindful of the size of the order and bring an appropriate vehicle. We will not split order. The whole order needs to be picked up at the same time.
- Due to a limited number of co-workers or collection point representatives available at the collection point, each Customer is responsible for loading the products into their vehicle.
- If you believe that the products you ordered are not in good condition, or if the packaging is tampered with or damaged, please refuse to take the package.
- In case you find an issue with the product after accepting the order, you shall contact IKEA customer care before returning the said product to any IKEA pickup/collection points.

Terms & conditions: -

- These terms and conditions are about the Click and collect service we provide to you. We/Our/Us/IKEA in these terms refer to IKEA India Private Limited, having its registered office Unit No. 421, DLF tower A, Jasola District Centre, New Delhi - 110 044.
- This service will be conducted by IKEA India Private Limited, in select location. Please refer to the IKEA web pages for additional information on pickup/collection location(s).
- The Click and Collect Service will take place in the pickup point agreed by you when booking the service.
- Once payment is made by the customer thru webpage, customer shall receive confirmation email for Click and Collect booked with time and location of pickup.
- The Click and Collect Service will not include any planning/delivery/assembly/installation services. In case of a need, Customer is required to call customer care and our coworkers will help you to book the required service(s) on your behalf which will incur additional charge(s).
- IKEA reserves the right to cancel/modify any service or withdraw or amend this service at any time without any liability to IKEA.
- Your personal data will be processed in accordance with our privacy policy, available at <https://www.ikea.com/in/en/customer-service/privacy-policy-pub5a22cf61>.

Changing your Pickup date

- If you would like to change your appointment date, it can be done, we suggest calling our customer support center. Please contact our customer support center through Chat or on the toll-free number 1800 419 4532" Or website <https://www.ikea.com/in/en/customer-service>.

Cancellation policy

- You may cancel your Click and Collect order by contacting us. We will then confirm your cancellation over an email.
- Once the order has been processed and left the store then we will not be able to refund the pickup charges if applied.
- In case you are unable to pick the order on the said date chosen by you, you shall contact customer care to inform for the new date of pickup which can be extend only for next 24 hours
- We shall contact you if there is no show for pick up and hold the order for next 24 hours.
- Once order at pickup point has crossed more than 48 hours, we shall inform you by email or call.
- We shall process for order cancellation and initiate refund post 48 hours of no show.
- IKEA reserves the right to cancel the order at any time before the pickup time. IKEA shall use reasonable endeavors to provide the customer with advance notice of any cancellation. However, in any circumstances where an order is cancelled, the customer will be offered a choice to place new order or request for refund.
- Exchange of product at IKEA pickup/collection point is not a possibility hence u shall return and place new order for pick up
- Refund timeline for cancellation would be 7 to 21 days to the original mode of payment by the customer.

Disclaimer

The terms and conditions set out are strictly for Click and Collect Service.

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 this service except as accepted in the conditions mentioned herein 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, including without limitation, personal injuries, death and property damage.