



It's ok to change your mind, we support you in the safest way!

Join **IKEA Family** club to get 90 days to return something you don't like. That's 30 days more than usual, and you can also enjoy special offers, exclusive invites, free workshops and more.

Scan QR code below to join, it's free!



Instructions to return the articles

Please raise a request for return with the pictures of the articles to be returned with IKEA customer support center at **customercare.india@IKEA.in**, Toll free number **18004194532** or chat with us at **IKEA.in/contactus**



If the article is eligible to be returned, we suggest you pack the articles exactly in the same condition as you received it.

Please re-pack the articles to be returned in the same flexi box and the packaging material you have received it in to ensure the articles are not damaged during the transit.

If you wish to return the article

The safety of our customers, co-workers and associate partners is our top most priority during the existing COVID situation.

We recommend you to please refer to our return policy, scan the QR below or go to **IKEA.in/returnpolicy***



* Terms and Conditions apply

No single-use plastic packaging comes with this box

All the packaging and filler material used in this box is made out of 100% re-used cardboard and paper. As plastic packaging is contributing to the problem of oceans and waterways pollution, we are working hard to eliminate the single-use plastic from our own operations.

IKEA.in/sustainable-everyday

Retain the flexi box and packaging material for all returns

Please follow the instructions to repack the articles for return in our flexi box

Terms and Conditions

The returns will be registered by the Customer Support Center only once the pictures of the articles are shared by the customer and the returns is accepted based on the condition of the articles.

IKEA India reserves the rights to reject/refuse the returns and refunds in case

- Articles not in its original packaging.
- If the articles are not repackaged in the same packing material and the flexi box as received.
- If the articles/ products received are not in the same condition as shown in the pictures shared with Customer Support Center at the time of raising the request for returns.

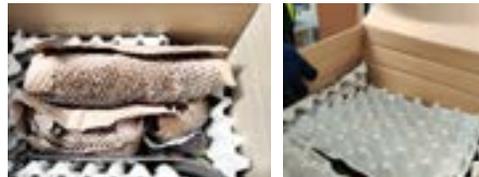
Step 1: Convert the flat box provided into box to place the article for return.



Step 2: Place the article for return in the box provided with relevant fillers to avoid damage on the product. Use egg trays provided to act as shock absorber from the side.



Step 3: Use the provided fillers to appropriately pack the products and cover the the top with provided egg trays to minimise damages in transit.



Step 4: Adjust the size of the flexi box depending on the quantity of return and height of the articles.

Use a cutter to adjust the size of the box.



Step 5: Fold the box with a little pressure to adjust to the size of the box. Seal the box with the help of a cello tape and ensure proper closure of the box.



Step 6: Sign on the returns documents and put a fragile sticker (That will be provided) in case of returning a fragile article. Service provider to paste return labels on the box as below.

