

주문 번호 (Order number) :

IKEA delivery service terms and conditions

Thank you for utilizing our delivery service. Please carefully read to understand our services terms and conditions. The Transport Company has been contracted by IKEA to perform the delivery service.

1. **Please ensure sufficient access to the final destination** for a safe delivery (incl. corridors, stairs, elevators). If there is limited accessibility due to circumstances not notified to IKEA prior to delivery, additional service and fees may occur
2. Furniture can be delivered up to 3rd floor in buildings without elevators. Ladder truck (external elevator) service can be provided for a fee. If a ladder truck cannot be used due to safety risks, e.g. narrow alleys, we may not be able to complete the delivery, and may not be able to refund you for the delivery service.
3. Perishable products such as plants and food are not eligible for delivery.

If you want to make changes to your order, please contact us as soon as possible at 1670-4532. **Return shipping fee of 29,000 won will be charged after product has been dispatched. (No additional cost for islands and mountainous area, refund after deducting 29,000 KRW from Delivery fee)**

4. Partial refund of an order is not possible, as goods are moved on the day of the payment of the delivery.
5. In cancellation of delivery order, picking service fee is not refundable if it has been carried out.
6. If you or your representatives are not available to receive the order at the given delivery address, or you wish to change the delivery address on the day of delivery, you will be responsible for a re-delivery fee. Re-delivery will be done according to availability and may not be at a time at your request. If you want the delivery completed in your absence (e.g. leave at door or with a security guard), IKEA or the transport company is not held responsible for any loss.
7. We will do our best uphold the delivery agreement, adhering to the agreed time and date. However, unforeseeable circumstances may result in delay. Detailed delivery time will be confirmed one hour before with pre-call. Please note that personal plans such as moving, interior remodelling, business trip, moving date etc. cannot be considered, and IKEA will not take responsibility for costs or extra fees incurred due to those reasons.
8. IKEA and its transport company will not be held responsible for any failure or delay in the delivery service caused by forces beyond control, such as natural catastrophes, traffic congestion or accidents. If IKEA and its transport company is prevented from completing the delivery for reasons caused by you, IKEA and its transport company will be waived from completing the service, and any costs that may have incurred due to the reasons
9. At the completion of your delivery, you will be asked to confirm your items. If there are any items missing or damaged, we ask you to write the information on the delivery confirmation note.

* We deliver parcel to your door within 3 days from your selected date. In case of loss from your request to store in safety guard room or in front of door, IKEA or transport company is not held responsible. **Please note once your order has left the store, changes/cancellation is not possible, and shipping and handling fee will not be refunded.**

I state that I have read and understood all of IKEA's delivery service terms and conditions.

Name: _____ Date : _____ Signature : _____

Consent for Collecting and Using Personal Information: IKEA Korea collects customer information as follows in order to provide delivery service.

IKEA Korea retains these information for 5 years in safe way according to IKEA Privacy Policy and related laws such as Personal Information Protection Act. The customer may refuse the collection and use of personal information indicated below, but the service may be restricted in such cases. I agree to collect and use personal information. Yes No

Consent for survey: IKEA Korea strives to continuously improve our services for our customers by conducting satisfaction surveys to the customers who have used our services. We can send you a survey via Email, SMS or Kakaotalk, using the information you provided. The results of the survey are used to improve customer satisfaction and service quality and all information will be handled safely abiding the personal information protection act. You do not have to participate in the survey. Do you consent to the above and wish to participate in the survey? Yes No

Name		Email	
Phone number1		Phone number2	
Address			