

## **Conditions for the “IKEA Family loyalty discount” IKEA Family benefit**

### **Who is organising this IKEA Family benefit?**

This IKEA Family benefit is part of the IKEA Family benefit programme and is therefore organised by IKEA B.V., Laan van Decima 1, 2031 CX Haarlem (hereinafter referred to as “IKEA”).

This IKEA Family benefit is valid at all IKEA stores in the Netherlands and at IKEA.nl.

### **What can this IKEA Family benefit be used for?**

This IKEA Family benefit is available to any customer with a Dutch IKEA Family account that is registered with a valid email address at IKEA.nl (hereinafter referred to as the “IKEA Family member” or “member”). It can be used with any purchase made at an IKEA store in the Netherlands or at IKEA.nl.

The terms and conditions can be found at [www.IKEA.com/nl/en/campaigns/actievoorwaarden-pub8172f8ab](http://www.IKEA.com/nl/en/campaigns/actievoorwaarden-pub8172f8ab) and can also be printed or downloaded from this location.

### **From what date will the IKEA Family benefit be valid?**

This IKEA Family benefit is effective from 13 April 2021 until a date yet to be determined by IKEA.

### **What does the IKEA Family benefit consist of?**

Receive 10.- discount on your next online purchase at IKEA.nl. Log in as an IKEA Family member and activate the online discount in your shopping basket during check out.

#### *Who is eligible for the IKEA Family loyalty discount?*

- The online discount is only valid for IKEA Family members who have made purchases on three different days within a single year (twelve months) using the same IKEA Family card (plastic or digital); the purchases must have a combined value of at least 100.-.
- Products purchased in physical stores, from the webshop and in the Restaurant, the Bistro and the Swedish Food Market are included in earning the online discount. Purchases of gift cards and services are not included in the criteria for the online discount.
- Only one purchase per day will be registered at checkouts in IKEA stores or at IKEA.nl. Multiple purchases on the same day will be combined and will count as a single purchase.
- If an IKEA Family member has forgotten their card or is not logged in at IKEA.nl, the IKEA Family member cannot subsequently have the purchase registered to their IKEA Family account.

- Once an IKEA Family member has been awarded an online discount, the counter will be reset to 0 and the IKEA Family member can start earning another IKEA Family loyalty discount subject to the same conditions.
- This is a local IKEA Family benefit that is specific to the Netherlands. Purchases made in IKEA stores and online stores outside the Netherlands do not count towards the eligibility criteria. Customers living outside the Netherlands must create a Dutch IKEA Family account in order to participate.

#### *How can you use the IKEA Family loyalty discount?*

- There are two ways to find the online discount :
1. Log in at IKEA.nl as an IKEA Family member to find your online discount in your IKEA Family profile. The online discount will be visible around one day after you meet the eligibility criteria and have earned it.
  2. If you have given your consent for us to contact you for marketing purposes, you will also be notified by email once you have earned the online discount.
    - The online discount is valid for 2 months.
    - The online discount is only valid online if the Family member is logged in and the discount is activated in the shopping basket during check out.
    - The online discount is unique and non-transferable. Per purchase you can only use 1 online discount code.
    - The online discount cannot be used to purchase IKEA gift cards or services (transport, trailer rental, click and collect, express delivery, assembly, etc.).
    - The online discount can only be issued within the Netherlands (in Dutch IKEA stores or at IKEA.nl).
    - The value of the online discount cannot be exchanged for cash.
    - IKEA cannot be held responsible for emails about the online discount not being received.
    - IKEA is entitled, at its own discretion and without prior notice, to change or modify these terms and conditions during the course of the IKEA Family benefit, or to discontinue or modify the IKEA Family benefit without giving a reason if the circumstances so require, without IKEA being obliged in any way to pay compensation for losses to the participants. Changes or modifications to the terms and conditions and any discontinuation of or change or modification to the IKEA Family benefit will be announced by IKEA via the IKEA website.

#### **What should I do if the online discount does not work in the webshop?**

Log in as an IKEA Family member and activate the online discount in your shopping basket during check out.

Please note that the discount is valid for a maximum of two months and you can use it only once.

If you still cannot get the online discount to work, contact the IKEA Customer Service department online via email or our chat function. Alternatively, call 0900-2354532 (standard charges apply).

#### **What should I do if I have a comment or complaint about the IKEA Family benefit?**

You can submit questions, comments or complaints about these terms and conditions and/or this IKEA Family benefit to the IKEA Customer Service department online via email or our chat function. For more information, please visit <https://www.ikea.com/nl/en/customer-service/> or call 0900-2354532 (standard charges apply).

**A few more points:**

We have put considerable thought into the organisation of this IKEA Family benefit. Nevertheless, it is possible that the information provided in this regard may be incomplete or incorrect, or that we may have to amend the IKEA Family benefit and/or terms and conditions, or stop the IKEA Family benefit early. We accept no liability for resulting damages or for any other loss or damage arising as a result of this IKEA Family benefit.

We are entitled to disqualify participants if we are of the opinion that a participant has not adhered to these terms and conditions, or if a participant is otherwise acting fraudulently.

If any provision of these terms and conditions is or becomes void or voidable, the remaining provisions of these terms and conditions will not be affected. We will replace any provisions that are void or voidable with a valid provision.

This IKEA Family benefit and these terms and conditions are further governed by Dutch law.