

## **PARTICULAR CONDITIONS FOR THE PROVISION OF CONSULTANT SERVICES IN INTERIOR DESIGN**

These particular conditions regulate the provision by IKEA of the interior design consultancy service and complementary services. Therefore, customers wishing to benefit from this service shall agree to be subject to these specific conditions, as well as the general conditions applicable to the sale of products in IKEA stores and/or online, as applicable.

The purpose of the interior design consultancy service is to create a project specifically adapted to the customer's needs and the characteristics of the location. The customer may also choose to contract additional services for its execution, the terms and conditions of which are detailed in this document. The customer will subsequently be responsible for purchasing the goods and services detailed in the project at its own expense.

The customer may request these additional services until the project is presented.

This service is offered specifically at the IKEA Store in Loulé and applies only to the Algarve and Baixo Alentejo.

The price paid for each of the service types indicated below will not be refundable, except in cases expressly provided for in these conditions or by law.

### **The interior design service**

The interior design service consists of creating an interior design solution for your home or business.

The service will only begin after express acceptance of these terms and conditions and sending the respective proof of payment made by the customer to IKEA to the following email: [id.loule.pt@ikea.com](mailto:id.loule.pt@ikea.com)

After confirmation of receipt of proof of payment and acceptance of the terms and conditions by IKEA, the customer will receive an initial form/questionnaire, which must be completed by the customer to allow IKEA a detailed analysis so that it has all the relevant information for the preparation from the project. During this initial contact, a set of information will be collected regarding the location, deadlines, style and other essential aspects to be considered within the scope of this service provision, and a face-to-face meeting will be scheduled on site.

The face-to-face meeting must be held in the space where the consultancy service will be carried out and will last no longer than 3 hours. This meeting will include checking measurements, collecting photographic records and other elements that are relevant to the preparation of the project.

If the meeting does not take place on the scheduled date due to any impediment, the service will be rescheduled for another date convenient to the parties.

The customer is responsible for ensuring access to the location to be intervened to carry out the initial analysis and can reschedule up to 3 times free of charge. After 3 reschedules, travel costs of 60 euros will be charged.

At any time during the process, IKEA may contact the customer in order to obtain various clarifications regarding the execution of the project. The customer undertakes to cooperate with IKEA in the execution of the project, in providing any relevant information requested as part of the provision of the service.

IKEA undertakes to complete the service and present it to the customer within a maximum period of 15 working days from the date of confirmation of payment of the service cost by the customer, or from the date of the request for modification of the proposal submitted by the customer, if applicable.

### **Products and services to purchase**

The project will detail the products and services to be purchased, as well as the respective prices, recommended for the execution of the project, with the customer being responsible for their subsequent acquisition. The prices listed in the project are merely indicative and refer to the day on which the project is presented to the customer.

IKEA undertakes to maintain these prices for a period of one month by reimbursing, via IKEA Refund Card, any amount paid in excess of the amount initially proposed. If products and/or services are purchased after one month of project presentation, the customer must bear the difference resulting from any price change.

The customer may accept or request changes to the project. If accepted, the customer will be provided with a list of products chosen based on the project presented, which the customer can use to purchase the products and services. In the event of changing the project, after the technical visit and approval of the briefing, the customer must indicate in writing the desired changes and may do so free of charge only once. Any subsequent changes will be subject to an additional payment of €500.00.

This service for the customer has the following costs:

**A) RESIDENTIAL PROJECT**

- 1 room: €199 for FAMILY members / IKEA Business Network members
- Up to 5 rooms: €599 for FAMILY members / IKEA Business Network members

**B) PROJECT FOR OTHER TYPES OR FOR CORPORATE CUSTOMERS**

For more than 5 rooms or for commercial or professional projects such as local accommodation, offices, restaurants, warehouses, commercial spaces... you should consult IKEA to obtain an appropriate quote for the project.

**C) OPTIONAL COMPLEMENTARY SERVICES:**

- **Project coordination**

Project coordination consists of organizing and coordinating transportation and assembly suppliers. IKEA will be responsible for coordinating suppliers, installation and assembly teams to ensure that the project is correctly implemented as presented in the interior design service proposal.

This service has an additional cost for the customer of €99 plus the value of the respective transport and assembly services.

- **Rollout**

Implementation is the last service to be provided. This service consists of organizing products purchased in IKEA stores (ornaments, cushions, landscaping, beds made with the chosen textiles), in the respective designed environments.

IKEA recommends that this service begins on the last day of furniture assembly.

The implementation service has an additional cost for the customer of €99 per day for visiting the property.

**Customer responsibilities**

The customer will be responsible for providing the plans, documentation and other information that are necessary or convenient for the provision of the service, including information relating to existing architectural structures such as water networks, pipes, plumbing, the existence of underfloor heating, or any others that may be relevant to the preparation of the project.

If the customer is not the person responsible for the practical management of the project, they must appoint a representative responsible for monitoring all services, as

well as being the main contact with IKEA for the execution of the services until their completion.

Receiving and checking any products delivered during project implementation is the customer's responsibility.

The customer must ensure that the space is suitable for all components of the contracted services, ensuring the necessary hygiene and safety conditions of the space, IKEA reserving the right to refuse to provide the service/s if such conditions are not met. If, at a later date, the customer is still unable to ensure the hygiene and safety conditions of the space, IKEA reserves the right to terminate the contract by refunding the amount paid by the customer less any costs, including travel expenses already incurred. by IKEA, and no other compensation or indemnity whatsoever may be due.

The customer/representative must be present at all stages of the project.

### **Intellectual property**

Copyright and related rights relating to projects carried out by IKEA and/or provided as part of the provision of services, belong exclusively to IKEA. And, as such, IKEA exclusively owns all copyright and related rights, as well as all industrial property rights inherent to them.

Therefore, they can be used indefinitely by you and third parties authorized by IKEA for purposes related to your activity, and/or its promotion, and/or the provision of services, by any means, partially and/or together with other works, modified or not.

### **Personal Data**

In order to provide the service, we need to collect personal data, such as the customer's name, email, address and mobile phone number. These data will be processed within the European Union for a period of two years and only for the purpose of the provision of the service; the legally applicable grounds are the performance of this contract. You may exercise your rights of access, rectification, erasure, restriction, portability and objection via the following email address: [privacidade@ikea.com](mailto:privacidade@ikea.com). You also have the right to present a complaint to the National Data Protection Authority (Comissão Nacional de Proteção de Dados). For further information, please see our privacy policy at [www.ikea.com/pt/en/customer-service/privacy-policy/](http://www.ikea.com/pt/en/customer-service/privacy-policy/).

### **Non-provision of service due to force majeure**

Neither of the parties may be held liable for non-compliance or defective compliance with the obligations they undertook under the scope of this agreement when, and insofar as, this is because of the occurrence of force majeure, without prejudice to the parties making every possible effort to minimise the consequences of such an event. Force majeure is deemed to be all the events or circumstances that are beyond the control of the parties, insofar as neither of the parties would have been able to prevent their occurrence or foresee their effects, and that prevent either of the parties from temporarily or permanently, totally or partially, complying with their contractual obligations. These include violent storms, cyclones, floods, earthquakes and other natural disasters; civil war, declared or not, revolution, insurrection, riots, acts of sabotage, mobilisation, requisition, fires and explosions, insofar as these events are not caused through negligence of the Party invoking them and that the party has taken all reasonable steps that could have been expected of them; pandemic, widespread shortage of supplies, restrictions on the use of energy; sector strikes; nationwide labour conflicts.