

IKEA Terms and Conditions

Delivery terms and conditions: In store

Delivery dates

"Same day delivery" or "next day delivery" is applicable for many postcodes, but not to all. Also, for some areas the Home Delivery Service is restricted to a limited number of days per week. We will endeavour to offer a "same day" or "next day" service to all customers. However, there will be a daily cut-off time for "same day" delivery and demand and busy periods may also restrict our ability offer a "same day" or "next day" service. We will offer the next available time slot in these cases.

Types of delivery

We will use a truck delivery service to deliver our orders for goods purchased in store. The delivery charges are calculated by reference to the value of the goods being delivered and apply to a limited list of postcode zones which is set out around our stores. The delivery charges are based on delivery to a single property or address and are displayed at the service desk and around the store. Prices for delivery outside the listed postcode zones are available from our staff in store. Promotional customer delivery charges will apply at our discretion and may be withdrawn at any time before the booking is taken.

Payment

Customer payment for deliveries will be collected by us at the time of booking and arrangements for delivery will be based on your postcode zone. We will agree a delivery date with you at the time you order the goods. The Home Delivery Service works on a first come, first served basis and we will offer the next timeslot and date available. Deliveries cannot be booked in advance without purchase of IKEA Indonesia products.

You will be issued with a sales receipt detailing the goods to be delivered, the timeslot and date of the delivery, which you are required to sign. The details printed on the sales receipt will be confirmation of your details. We will do our best to deliver all items to the address at the timeslot and date specified on the sales receipt.

Changing the date of delivery

Under exceptional circumstances, if you would like to change the delivery time or date, then you must contact IKEA Indonesia Customer Services who will inform you whether it is possible or not for the delivery time or date to be changed. Provided that the goods have not been despatched for delivery, you may before any agreed delivery date amend or cancel your order by providing us with written notice of such cancellation or amendment. If you amend or cancel your order, your liability to us shall be limited to payment of all costs we have reasonably incurred up to the time of cancellation. However, where the amendment or cancellation is due to our failure to comply with these Delivery Terms, you shall have no liability to us for costs incurred in relation to such amendment or cancellation.

Information about IKEA Indonesia and how to contact us

If you have any questions or complaints please contact us by telephoning our Customer Service Centre on 021-29853900 or email us at CS@IKEA.co.id which can be found on our contact us page at www.IKEA.com/id/en/

If you wish to contact us in writing, or if any section in these terms requires you to give us notice in writing, you can send this to our registered office is at Jl. Jalur Sutera Boulevard Kav. 45, Alam Sutera Serpong, Serpong, Kec. Tangerang, Banten, INDONESIA. We will confirm receipt of this by contacting you in writing. If we have to contact you or give you notice in writing, we will do so by e-mail, by hand, or by pre-paid post to the address you provide to us in the Order.

Terms & Conditions IKEA Indonesia Updated 2nd September 2016, PT. Hero Supermarket Tbk.