

IKEA Terms and Conditions

Delivery terms and conditions: IKEA Online

This section of the Delivery Terms applies only to purchases made on the IKEA Indonesia Online website at www.IKEA.com/id/en/ and does not apply to orders made in store.

The online delivery process

Once you have placed your order online, we will send you an Order Confirmation email. Within 24 hours, you will be contacted by our Customer Service to confirm a delivery date. Once the delivery date is confirmed, you will receive a delivery notification email.

Delivery dates

We do try to meet the estimated delivery dates however there are times where we are unable to do this and your confirmed delivery date will be different. We would advise you not to make any plans to accept your delivery, for example booking time off from work, until we have confirmed the date with you.

We aim to deliver your order within 5 days of placing your order, depending on stock availability and where you live. We will in any event deliver the goods within 30 days of your order unless otherwise agreed by you and us.

Within 24 hours of placing your order online, we will send you a delivery notification email which will confirm the planned delivery date.

You agree to check the delivery email and make sure that you will be available to accept delivery of the goods on the delivery date. If you will not be available please request a different date as soon as possible and, in any event, no later than 48 hours before the planned delivery date by telephoning our Customer Service Centre on 021-29853900.

Delivery

Truck deliveries take place on nominated days depending on where you live. We will text you approximately 48 hours before your delivery (if you have provided your mobile number to us during the order process).

On the day of delivery, our delivery team will call you 1 hour before your delivery is due to ensure that you are available to take delivery and to check with you that there are no unexpected access restrictions.

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.