

## **IKEA Term and Conditions**

### **Terms relating to our relationship with you**

#### **About IKEA**

PT. Rumah Mebel Nusantara is a company registered in Indonesia with its registered office at Jl. Jalur Sutera Boulevard Kav. 45, Alam Sutera Serpong, Serpong, Kec. Tangerang, Banten, INDONESIA. PT. Rumah Mebel Nusantara is licensed to sell under the IKEA brand name by Inter IKEA Systems B.V., a company registered in the Netherlands. When we refer to “you” and “your” we mean the purchaser of the goods and user of IKEA Indonesia Service. If you would like more information about IKEA Indonesia, or want to get in touch with us, please contact our Customer Service Centre by calling 021-29853900.

#### **Our Liability**

Our entire liability to you under these general terms and conditions and returns policy shall not exceed the price paid for the goods you have purchased through IKEA Indonesia, provided that we take reasonable care when we deliver the goods to you. We will not be liable to you for any loss of revenue, profits, anticipated savings, and goodwill or business opportunity, for any injury to your reputation or for any losses that are not reasonably foreseeable by both of us at the time your order is accepted.

#### **Warranties**

We offer extended warranties on all mattresses and kitchens purchased through IKEA Indonesia. Should you discover a manufacturing fault, the extended warranty allows you a right to return your mattress for up to twenty five (25) years and your kitchen (excluding appliances) for up to twenty five (25) years from the date of delivery, subject to certain conditions. Further details of your warranty rights will be provided alongside the item description on the IKEA Indonesia Online website and with the goods on delivery. These warranties are in addition to and do not affect your legal rights as a consumer.

#### **Events beyond our reasonable control**

We will not be responsible for any delay or failure to comply with these general terms and conditions or the returns policy if the delay or failure arises from any event which is beyond our reasonable control. Such events would include (but are not limited to) fires, floods, earthquakes, storms, natural disasters, war, civil unrest, acts of terrorism or malicious damage to or destruction of our premises, equipment or goods.

#### **Waiver**

If you breach these general terms and conditions or the returns policy and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach the general terms and conditions or returns policy.

#### **Invalidity**

In the event that one or more of the terms set out in these general terms and conditions or in the returns policy is held to be invalid by a competent authority, the remaining terms shall continue to have effect and you will still be bound by them.



**Privacy**

Personal information, such as your contact details, that you provide to us during the order process will be kept and used by us in accordance with our privacy policy.

**Disputes**

You and we both agree to submit any and all dispute that we fail to resolve informally within 90 days to the exclusive jurisdiction of arbitration to be held at the Indonesian Consumer Dispute Resolution Body (Badan Penyelesaian Sengketa Konsumen) or, at our choice, at the Indonesian National Arbitration Body (Badan Arbitrase Nasional Indonesia ; BANI), both in Jakarta. Either you or we may initiate a court proceeding except 2 to enforce an arbitration award granted in accordance with this "Disputes" Clause.

**Governing Law**

This agreement is governed by the law of the Republic of Indonesia. Each of us agrees to bring legal actions relating to these general terms and conditions and the returns policy.

**Language**

These terms and conditions are made in Indonesian and English language. Both versions are equally authentic. In the event of any inconsistency or different interpretation between the Indonesian language version and the English language version, the Indonesian language shall prevail.

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/](http://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 7th January 2022, PT. Rumah Mebel Nusantara.

