

IKEA Terms and Conditions

Returns: In store

About this Returns Policy

The terms and conditions set out in this returns policy apply to all goods purchased from an IKEA store in the Republic of Indonesia.

Right to cancel

You're free to change your mind. Return the unopened item with the original purchase receipt from IKEA. For mattresses, you have 90 days to exchange it. Return it to an IKEA store with proof of purchase and we'll replace it with a new mattress. IKEA Indonesia reserves the right to refuse a refund if the return criteria are not met.

How to cancel

Come into the store with the goods you have purchased together with your original purchase receipt from IKEA.

Refunding your money

We will refund the price you paid for the goods and credit the refund you are due to the credit, debit or Return Voucher that you made payment with. However, please note that we may reduce your refund to reflect any reduction in the value of the goods, if this has been caused by your handling them in a way which goes beyond what is necessary to establish the nature, characteristics and functioning of the goods.

- Returning products should be unused, un-opened or not damaged after being received by the customer.
- Please bring back returning items in the original packaging together with the original purchase receipt to the Exchanges & Returns counter at an IKEA store in Indonesia.
- If you made a purchase with your credit card, you need to come to the store in person with your credit card and ID so that we will refund the amount of your returning items on your credit card.

Return Policy

For exchanges or refunds, you can return the product within 90 days. Return the unopened item with the original purchase receipt from IKEA.

If the exchange or refund criteria are not fully met, we reserve the right to refuse the exchange or refund. This policy is in addition to IKEA's commercial guarantee.

We want to make sure that other customers can enjoy the products you return. That's why some of our products cannot be returned:

- Products whose packaging has been opened or damaged after being received by the customer.
- Products that have been assembled.
- Products damaged as a result of your use.
- Custom-made products such as kitchen countertops, cut fabrics, and cut curtains.
- Used/opened textiles, mattresses, and mattress pads.
- Plants and food products.
- Home electronic appliances.
- Pojok Diskon/As-Is products.
- The 90-day return policy does not apply to promotional product purchases of more than six units/articles/transaction.

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, WhatsApp: +62811-1300-2242 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 7th January 2022, PT. Rumah Mebel Nusantara.

