

## IKEA Terms and Conditions – Return Policy for Online Purchases

### Returns: Shop Online

#### 1. About This Return Policy

The terms and conditions set out in this return policy apply to all products purchased from IKEA Indonesia within the Republic of Indonesia, whether through the IKEA website at <http://www.IKEA.co.id>, the IKEA Indonesia mobile app, or via WhatsApp order. Purchases made through third-party e-commerce platforms (such as Shopee, Tokopedia, and TikTok Shop) are not covered by these terms and conditions and are subject to the return policy of the respective platform.

#### 2. Right to Cancel

You may cancel your order placed through IKEA Indonesia Online within 24 hours of placing the order. We will refund the full price of the product, along with any delivery and other charges you may have paid. To cancel your order, please contact our Customer Service Centre at 021-29853900, WhatsApp: 0811-1300-2242, or email us at [CS@IKEA.co.id](mailto:CS@IKEA.co.id).

Once payment has been made (which constitutes an agreement between us), you may return the purchased goods within 90 days from the transaction date stated on the purchase invoice. This means that if you change your mind about the product, or for any other reason decide not to keep it, you may notify us and return the product for a refund.

#### 3. How to Cancel

If you wish to cancel an order, simply inform us of your decision to cancel. Cancellation can only be made for the entire order under one order number, and not for selected items within the order. You may contact us by phone or in writing.

Please contact our Customer Service Centre at 021-29853900, WhatsApp: 0811-1300-2242, or email us at [CS@IKEA.co.id](mailto:CS@IKEA.co.id). Please have your Order Confirmation email and order number ready, and specify which items you would like to return or cancel.

The cancellation will be deemed effective on the date the cancellation notice is sent to us, whether via phone, WhatsApp, or email. If you cancel the order after the goods have been delivered, you agree to return the goods to us following the procedures outlined below.

#### **4. Returning Your Goods**

If the goods have been delivered to you before you decide to cancel your order, you must return them without delay and no later than 90 days from the transaction date stated on the purchase invoice.

If you wish to return the goods in person, you may bring them to any IKEA store within the Republic of Indonesia. Please bring all items you wish to return, along with a copy of your Order Confirmation email and/or the purchase invoice.

To arrange a return pickup, please contact our Customer Service Centre at 021-29853900, WhatsApp: 0811-1300-2242, or email us at CS@IKEA.co.id. Please have your order number and delivery receipt ready. We will arrange for the item to be collected by an IKEA Indonesia representative.

You agree to return the goods in full, unopened, and in their original packaging. You are responsible for the return cost unless the item is faulty or not as described, in which case we will reimburse you for any reasonable return cost.

If you return the goods due to a defect or an error on IKEA's part, no collection fee will be charged.

#### **5. Taking Reasonable Care of the Goods**

You agree to take reasonable care of the goods from the time they are delivered to you until they are returned.

#### **6. Conditions for Collection**

Goods can only be collected from the original delivery address and are subject to the following conditions:

- 6.1. You agree to provide as much detail as possible regarding the collection address (e.g., floor level, limited access, narrow doors, spiral staircases, etc.) to help us prepare for the collection;
- 6.2. You agree to ensure there is sufficient access to the designated collection location;
- 6.3. If our representative reasonably considers that collection from your preferred room may cause damage to the goods or your property, they will inform you and record this in the collection document. You may still request us to proceed with the collection; however, we

are not liable for any resulting damage provided reasonable care was taken during the collection;

- 6.4. You agree to return all items, including all components and accessories (and, if possible, the original packaging);
- 6.5. A collection document must be signed by you to confirm that collection has taken place. This document will be provided by our representative;
- 6.6. If you are unavailable at the time of collection, you may appoint an adult representative who is capable of handling the collection on your behalf. You agree that we may follow your representative's instructions as if they were your own.

## **7. Refunds**

We will refund the price of the returned goods to the same payment method used during the purchase. If the return or refund criteria are not fully met, we reserve the right to decline the return or refund. This policy is in addition to IKEA's commercial warranty.

For order cancellations within 24 hours of placement, we will also refund the delivery fee you have paid.

We will process your refund as soon as possible, within 14–21 days after you notify us of your decision to cancel and after we have received the returned items.

## **8. This Policy Does Not Apply To:**

The following items and types of purchases are not covered by the 90-day return policy:

- Products that have been opened or damaged after receipt by the customer.
- Products that have been assembled.
- Products damaged due to customer usage.
- Custom-made products such as kitchen countertops, cut fabrics, and custom curtains.
- Used textiles, mattresses, and mattress pads / if packaging has been opened.
- Plants and food items.
- Home appliances.
- Pojok Diskon/As-Is products.
- Promotional products exceeding 6 units/items per transaction.
- Purchases made through third-party e-commerce platforms (e.g., Shopee, Tokopedia, TikTok Shop) are not covered by the 90-day return policy and follow the return terms of each respective platform.

## **9. Information About IKEA Indonesia and How to Contact Us**

If you have any questions or complaints, please contact our Customer Service Centre at 021-29853900, WhatsApp: 0811-1300-2242, or email us at [CS@IKEA.co.id](mailto:CS@IKEA.co.id).

If you wish to contact us in writing, or if any section of these terms requires written notice, you may send it to our registered office at: Jl. Jalur Sutera Boulevard Kav. 45, Alam Sutera Serpong, Serpong, Kec. Tangerang, Banten, INDONESIA.

We will confirm receipt of your written notice. If we need to contact you, we will do so via email, in person, or by prepaid mail to the address you provided at the time of order.

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PT. Rumah Mebel Nusantara