

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 unused items in their original packaging within 30 days, for mattresses 90 days, together with proof of purchase for a full refund. 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 proof of purchase.

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.
- Please bring back returning items in the original packaging together with the 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.
- If you want to exchange your purchased item, return it and get the refund first and purchase what you want.

Return Policy

Not completely satisfied with your IKEA product? Don't worry. Simply return the unused product in its original package within 30 days for a full refund. We will refund you in the same way as the original payment. Remember to bring your receipt.

We want to make sure your returned product can be enjoyed by someone else. That's why we are unable to refund some products:

- Custom-made products such as kitchen countertops
- Products that have been assembled or damaged by you
- Food products and plants
- As-Is products.

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.