

IKEA Terms & Conditions

Exceptional Pick-up

Loading through IKEA Loading dock by Business Customers

Customer's obligation

On a case by case basis only Business Customers are permitted to upload their goods at IKEA Indonesia loading dock. This exceptional pick-up must be in accordance with our safety risk policies only as mentioned below, and need to be approved in written by IKEA Indonesian before entering our premises.

1. At all circumstances customers must follow IKEA Indonesia policies and procedures at our premises at all time.
2. All vehicle or containers will be checked by IKEA Indonesia Security before entering IKEA Indonesia premises.
3. IKEA Indonesia will check the quality conditions of every vehicle and containers before entering IKEA Indonesia premises.
4. Customers are responsible for their own loading equipment, packaging and securing straps.
5. Customers are responsible to bring their own wooden pallets.
6. Customers are responsible to bring their own manpower to upload their vehicle and containers.
7. Customer manpower uploading their vehicle and containers at IKEA Indonesia premises are responsible bringing their own, and wear safety vest and safety shoes, proper attire and professional attitude.
8. Container Seal to be provided by Customer.

Insurances

Customer must have its own insurance coverage on damages, risks and liabilities.

1. Public liability in respect of third party injury and property damage;
2. Motor vehicle insurance;
3. Any other insurance as may be required by law.
4. Customer shall provide to IKEA Indonesia copies of relevant insurance, including full copy of insurance policy, all renewals and evidence of payment of insurance premium.

Please contact IKEA Indonesia Customer Service on 021-29853900.

Specific Delivery Date and Loading Timing

Exceptional Pick-up is from 10am to 12pm, 2pm to 6pm, Weekdays only.
Before entering our premises, do always consult first with IKEA Indonesia and ask for permission.

Damaged Items

If items within the packaging are faulty or damaged (whether before or during delivery), you shall notify IKEA Indonesia Customer Services of such fault or damage using the telephone number stated on the sales receipt (for in store orders) or in our delivery advice email as soon as possible after delivery.

Any damaged product/package must be retained for inspection at a later date. Should you dispose of any damaged product/package before we have had the opportunity to inspect it, then this could affect any claim for replacement.

Where it is established that we are responsible for damage to a delivered item, we will replace the damaged item or if we are unable to do so, we will reimburse you with the full amount you have paid for the product together with any delivery charges.

We will not accept responsibility for any items that are damaged during the delivery process to the extent that such damage is your fault.

Our Liability

In the event of any unforeseen circumstances (including without limitation traffic accident, major traffic delays or severe weather) we will do our best to contact you to rearrange an alternative delivery timeslot or date. We will not be responsible for any losses incurred due to a delay in delivery arising out of any cause beyond our control.

If we fail to comply with these Delivery Terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of the Delivery Terms or our negligence. Loss or damage is foreseeable if they were an obvious consequence of our breach or if they were contemplated by you and us at the time we entered into this contract.

If we are providing Home Delivery Services in your property, we will make good any damage to your property caused by us in the course of our performance. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that pre-dated our performance of the Home Delivery Services.

We will only supply the Home Delivery Services for domestic use. You agree not to use the Home Delivery Services for any commercial, business or re-sale purposes, and we have no liability to you for any loss of profit, loss of revenue, loss of data, loss of anticipated savings, loss of business, business interruption, and loss of goodwill or loss of business opportunity or for any injury to your reputation.

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.