

## **IKEA Terms & Conditions**

### **Sewing Service**

#### **About these terms**

These are the terms and conditions (the "Sewing Terms") which apply to the sewing by us to you of goods purchased by you from us in our stores (the "Sewing Service").

The Sewing Service is provided by IKEA Indonesia (referred to here as "IKEA Indonesia", "we", "us" and "our"). Our registered office is at Graha Hero, CBD Bintaro sector VII Blok B7/A7, Pondok Jaya, Pondok Aren, Tangerang Selatan, Banten 15224, INDONESIA. When we refer to "you" and "your" we mean the purchaser of the goods and user of the Sewing Service.

We may sub-contract our obligations for the Sewing Service to providers of our choice, but we will nevertheless remain responsible for the performance of the Sewing Service to you.

We reserve the right to change the Sewing Terms at any time. Any changes to the Sewing Terms will be effective for all new orders placed after the change is published on our website. You should check the Sewing Terms posted on the IKEA Indonesia website before each new order – they may have changed since your last visit.

We recommend that you order free fabric samples of your requested fabric before placing an order to ensure the colour and texture is what you require, as computer monitors vary greatly in colour and shade representation.

#### **General**

1. Please check your measurements using our measuring guides to ensure that the correct sizes are ordered and are in centimetres (cm).
2. The majority of our curtains will have seams. This is normally unavoidable because of the standard width that most fabrics are supplied in. Please give us a call if this is a problem and we can discuss further options with you.
3. Fabric roll batch variations may occur. Fabric colour can vary between production batches, your sample and final product fabric may be slightly different because of this.
4. When sunlight shines through the lining of the curtains or blinds, this may change the colour tone of the fabric. This is not considered a fault.
5. We advise customers ordering fabric from us to always check the fabric, prior to cutting, as once the fabric is cut; it is deemed non-refundable/non-returnable.
6. Thermal lining lets in as much light as a standard cotton lining and is not a blackout lining option.
7. Our curtains are made with the linings attached but loose at the bottoms, this allows the fabric and lining to 'breathe' thereby accommodating any moisture and temperature changes, to help prevent curtains looking crumpled at certain times of the year.
8. We don't cut curtain poles down to size; they come in a range of sizes that can be altered at home. Please call if you'd like further advice on how to do this.
9. Due to the natural nature of some of our fabrics, curtains or blinds hanging in direct sunlight may fade slightly over time, so if you are hanging curtains or blinds in a very sunny place we do advise protecting your fabric by using blackout lining and for extra protection we also suggest adding an interlining.

#### **Liability**

All goods supplied by IKEA Indonesia are supplied on the condition that our liability for any fault or defect in the quality, condition, description or fitness for any purpose is to a sum not exceeding the purchase price of the particular goods. It is the customers or their agent's responsibility to check that they have received the correct design and colour before handing it into any curtain maker/upholsterer or further processing.

Mistakes in labelling can happen. Once cut or handed on to a third party we cannot accept responsibility for any errors which occasionally do occur. That condition supersedes any conflicting term submitted to us and all other liability whether statutory or otherwise is excluded.

## **Products**

1. We reserve the right to withdraw items from our range at any time without prior notification.
2. There is a one (1) metre minimum order length for fabric.
3. All orders not confirmed in writing are at the customer's own risk.
4. For exact colour or finish matching please request a stock cutting as colours and finishes can vary from batch to batch.
5. The customer must satisfy themselves that any product supplied by IKEA Indonesia is fit for the purpose for which it is purchased prior to ordering.
6. Curtains and blinds coverings must be checked prior to cutting and/or hanging. A ready mixed paste must be used with the papers to avoid shrinkage.
7. The measurements of windows and doors, taken by the customer and provided to IKEA Indonesia are not the responsibility of IKEA Indonesia for accuracy.

## **Cancellations**

Please note that goods made to the consumer's specifications or clearly personalised (made to measure) and cannot be cancelled, refunded or exchanged.

IKEA Indonesia will allow a 48 hour period before processing any made to measure order. If you wish to cancel or alter your order this is the time in which to do so. Please submit this by email (including a request for a 'read receipt') and we will confirm we have received your notice of cancellation, by email.

After this 48 hour period we will begin to make up your order and any cancellations cannot be accepted.

## **Returns/Refunds**

1. Returns cannot be accepted unless by prior agreement.
2. All faults or damages must be reported within 7 days of receipt of delivery.
3. Unauthorised returns will not be credited to the customer's account.
4. Returns of bespoke fabrics, curtains, blinds, cushions, products and furniture will only be accepted where products are found to be faulty or damaged on receipt of products.
5. For curtains and blinds, as measurements have been taken by the customer, it is the customer responsibility to ensure that correct measurements are given when placing order. All measurements and instructions for curtains and blinds will require the signature of the customer prior to the order commencing.
6. The customer must satisfy themselves that any product supplied by IKEA Indonesia is fit for the purpose for which the customer purchases it for.
7. We're confident that you'll be happy with the quality and the fit of your curtains but in the event that you're not we'll always work very hard to resolve any problems.

## **For goods made in our workshop only**

We inspect very thoroughly all bespoke products leaving our workshop and are confident that you will receive excellently made goods. We will accept returns and consider replacements or full or partial refunds if there is a significant problem with the quality of manufacture or faults with the fabric. In most cases we will try to fix any issues in our workshop. We cannot accept returns in situations where we have been given incorrect measurements.

## **Claims**

Any claim for the non-receipt of goods must be made in writing within a maximum of 14 days from the date of the confirmed delivery date.

Customers should check all deliveries immediately for shortages, faults, damages or incorrect products. The customer must inform IKEA Indonesia in writing, within 7 days of the date of delivery.

No claim will be considered in any circumstances should the goods have been cut, modified or damaged by buyer in any way.

Due to human error samples may be wrongly labelled and mistakes are very occasionally made in the supply of fabric but it is the customer's responsibility to check the correct fabric has been supplied before further processing.

It is a characteristic of natural textiles that there will be variations in the weave, colour and texture and as such claims for irregularities will not be accepted under any circumstances. To ensure exact colour matching it is advised to order quantities required for future use at one time.

Claims for labour charges will not be accepted under any circumstances.

**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 2nd September 2016, PT. Hero Supermarket Tbk.