

IKEA Terms and Conditions

Returns: Shop Online

About this Returns Policy

The terms and conditions set out in this returns policy apply to all goods purchased from IKEA Indonesia in the Republic of Indonesia, whether you buy through our website or over the phone.

Right to cancel

You can cancel your order made through IKEA Indonesia Online within 24 hours after placing your order. We will provide a full refund of the price of the goods and any delivery and other charges which you have incurred. You can cancel your order on the IKEA website where you placed your order.

Following payment of the goods (which is when the order between us is formed); you can cancel your order up until 30 days after the day on which you receive the goods by notifying us. This means that if you change your mind about the goods or for any other reason you decide you do not want to keep the goods; you can notify us of your decision to cancel the order, and then return the goods to us for a refund.

How to cancel

If you wish to cancel an order or contract, you just need to let us know that you have decided to cancel. You can do this by phone or in writing.

Call our Customer Service Centre on 021-29853900 or email us at CS@IKEA.co.id please have your Order Confirmation email and order number to hand and specify which goods you want to return.

Whether you send your cancellation notice by phone or online, the cancellation will take effect on the day it is sent to us.

Where you cancel the order after the goods have been delivered, you agree to return the goods to us by following the procedure set out below.

Returning your goods

If the goods have been delivered to you before you decide to cancel your order, you must return the goods without delay and in any event not later than 30 days after the day on which you let us know that you wish to cancel the order.

If you would like to return the goods yourself, you can take them to any IKEA store within the Republic of Indonesia. You will need to take all of the goods you are returning, together with a copy of your Order Confirmation email, delivery receipt and the payment card with which you paid for the goods.

To arrange collection of the unwanted goods please contact our Customer Service Centre on 021-29853900. Please have your order number and delivery receipt to hand. We will then arrange for your unwanted goods to be collected by an IKEA Indonesia representative.

You agree to return the goods in full, in a resalable condition and IKEA Indonesia also asks that you return the packaging with the goods where possible. You are responsible for the cost of returning the goods, unless the goods are faulty or not as described, in which case we will refund any reasonable costs you incur in returning the item to us. If you are returning your goods because they are faulty or incorrect, no collection fee will be charged.

Taking reasonable care of the goods

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

Conditions of Collection

Collection of the goods will only take place from the delivery address to which they were delivered and will be subject to the following conditions:

1. You agree to provide us with as much detail as possible of relevant features of the delivery address which floor the items are to be collected from, whether there are any narrow doors etc.) in order to help our representative prepare for the collection;
2. You agree to ensure that there is suitable access to the chosen collection location;
3. If our representative reasonably considers that collection from the room of your choice is likely to cause damage to the goods or to your property, they will inform you and record this concern on the collection document. You may instruct our representative to collect the goods in spite of such concern but we will not be liable for any damage caused to your property or to the goods as a consequence of us attempting collection on your instructions (provided that reasonable care is taken in collecting the goods);
4. You agree to give our representative all goods which are being returned, including all component parts of such goods and all related items or accessories (and if possible the original packaging) which are included in the price of the goods being returned;
5. A collection document must be signed by you to confirm that the collection has taken place. The collection document will be provided by the representative who comes to collect your goods;
6. If you are not personally available to accept delivery of the goods you may appoint a representative to do so on your behalf. The representative must be an adult capable of supervising collection on your behalf, and you agree that we will be entitled to rely on the representative's instructions as if they were your own.

Refunding your money

We will refund the price you paid for the goods and credit the refund you are due to the credit, debit card 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.

We will refund any delivery costs you have paid.

We will make any refunds due to you as soon as possible and in any event within the deadlines indicated below:

1. If you have received the goods and we have not agreed to collect them from you, 14 days after the day on which we receive the goods back from you (or if earlier, the day on which you provide us with evidence that you have sent the goods back to us); or
2. If you have not received the goods or you have received them and we have agreed to collect them from you, 14 days after you inform us of your decision to cancel the order.

Policy does not apply for

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.