



IKEA Lakberendezési Kft.

Home Furnishing Consultant for IKEA Business Network members Terms and Conditions

1. Introductory Provisions

IKEA Furnishing Ltd. provides a design service, which the Customer may order online via the IKEA website (hereinafter referred to as "online order"). The present General Terms and Conditions (hereinafter referred to as "GTC") shall apply to these orders (consultancy, design together hereinafter referred to as "Service"), which GTC shall form an integral part of the order. The effective date of these General Terms and Conditions, as applied by IKEA Furnishing Ltd. (registered office: 1148 Budapest, Örs vezér tere 22.; Company Registration Number: 01-09-162734, Tax Number: 10731084-2-44; hereinafter referred to as "IKEA"), is July 20, 2025. IKEA reserves the right to amend and supplement these GTC or to terminate the service. Amendments and supplements to the GTC shall apply to orders placed after their effective date.

1.1 Customer Declaration

By placing an order, the Customer, who does not qualify as a consumer, acknowledges that they have read, understood, and expressly accepted the provisions of these General Terms and Conditions (hereinafter: "GTC") and its annexes, as well as the provisions of the Privacy Notice, in the version in force at the time of order placement. These documents are accessible via the respective links, from where they may be downloaded or printed using the designated print function. Acceptance of these documents may also be confirmed by ticking the appropriate checkbox on the website.

Only individuals who have reached the age of 18 may place orders or use services from the IKEA store.

The Customer acknowledges that the exclusive distributor of the IKEA product range and the designs (hereinafter: "Designs") created within the framework of the design service is the Company. The Customer is not authorized to resell or distribute IKEA products or Designs for onward sale to third parties, either within Hungary or abroad.

By placing an order, the Customer confirms and declares that the IKEA products and services subject to the offer are ordered and purchased solely for their own use. Furthermore, the Customer confirms that they are and will remain the end user of the products and Designs, and that they will not incorporate these products or Designs into their own business operations, particularly not for resale to third parties.

The purchase and order of the products and Designs included in the IKEA offer do not entitle the Customer to use any trademarks, trade names, logos, or other brand elements belonging to IKEA or its contractual partners.

2. Prerequisites for Ordering the Design Service

A prerequisite for utilizing the Design service is participation in the free Basic Consultation, which includes the following:

- A complimentary advisory session with an IKEA for Business expert, during which the IKEA representative will recommend suitable services based on the Customer's stated needs.
- Assistance with registering for the IKEA Business Network program and placing an order.
- Presentation of the benefits associated with IKEA Business Network membership.
- Information on design services for businesses.
- In case of an order, tracking of the order status.

Design work may only proceed following the completion of the Basic Consultation and the provision of accurate site measurements. This can be supported by on-site photographs, provided the Customer has consented to such photos being taken.

Measurements may be performed either by an IKEA-contracted partner (IKEA Service Provider) as part of the Measurement service, or by a member of the IKEA Business Network.

If the measurements are performed by the Customer, they bear full responsibility for the accuracy and provision of these dimensions. IKEA assumes no liability for any design errors resulting from inaccurate measurements, or for dimensional changes caused by subsequent work carried out at the site after the design is completed.



IKEA Lakberendezési Kft.

Should the Customer choose not to use IKEA's Measurement Service, they must provide the exact dimensions of the design location along with any supplementary information as specified by IKEA.

It is the Customer's responsibility to verify in advance that the planned furniture can be physically delivered and installed at the intended location, considering the specific conditions of the site (e.g., through doors, stairwells, turns, etc.). IKEA shall not be held liable for any issues arising from such constraints.

Once data has been submitted to IKEA, it cannot be modified. Any changes shall be treated as a new order.

Another prerequisite for the Design service is registration in the IKEA Business Network.

3. Ordering Process for the Basic Consultation Service

An appointment for the free Basic Consultation—which is a prerequisite for accessing the design services—can be booked by the Customer via the IKEA website: <https://www.ikea.com/hu/hu/customer-service/services/planning-consultation/ikea-for-business-uezletiter-tervezes-pub6befe8e0/>

3.1 Online Appointment Booking for Basic Consultation

Basic information related to the service and the "Book an Appointment" option is available on the service page.

After entering a postal code, the available dates for consultation will be displayed.

To book an online consultation, the Customer selects the online option, after which a pop-up window will prompt for the Customer's postal code. After clicking "Next", the Customer may choose the date and time of the consultation.

The next step is to enter the personal or company details, which are essential for using the service. If the Customer does not provide this information, the service cannot be utilized. Alternatively, details can be auto-filled by logging into the IKEA Business Network profile.

Before clicking "Confirm Booking", the Customer may review and edit the entered information. After accepting the Terms and Conditions and Privacy Policy (via checkboxes) and clicking "Confirm Booking", the system sends a confirmation email to the provided address. This email contains details of the successful booking, a meeting invitation, and further information regarding the consultation and necessary preparations.

3.2 Booking a Design Service Appointment (Business Space Design or Custom Project)

Following the Basic Consultation, the Customer sends IKEA the floor plan and measurements. Based on these, the Interior Design Consultant will prepare a quote.

If the Customer accepts the quote, a contract will be sent. Once the signed contract is returned, an invoice request will be issued to the Customer, who will then proceed with payment as described in Section 3.3.

After payment is received, the Interior Design Consultant and the Customer will agree on a date and method for the design consultation.

3.3 Contract and Payment for the Service

The Customer can pay the design fee based on the **invoice request** issued by IKEA, using a customer account, as follows:

- The Customer submits the necessary documents to open a customer account (such as signature specimen and current company registration certificate) electronically via email, along with the completed registration form provided by the Interior Design Consultant.
- Once the documents have been received, the IKEA Interior Design Consultant will send the contract, which includes the related General Terms and Conditions (GTC). After the contract has been digitally signed and returned, the invoice request for the design fee will be issued.



IKEA Lakberendezési Kft.

- By signing the contract, the Customer confirms acceptance of the GTC and acknowledges the finality of the order.
- Upon receipt of payment into the IKEA account, the Customer and the Interior Design Consultant agree on a date for the design consultation.

Under the current GTC, the design service includes a maximum of two consultations (either in person or online).

- The Customer agrees to send the required measurements and data for the design at least three (3) business days before the first 90-minute consultation via email. If these are not provided in time, the design process cannot proceed.

Consultations and presentations of the design can take place either in-store or online, based on prior agreement.

4. Content of Interior Design Consultation

4.1 Business Space Planning – up to 100m²

The current price list for the Business Space Planning Service is available on the IKEA website:

<https://www.ikea.com/hu/hu/customer-service/services/planning-consultation/ikea-for-business-uezletiter-tervezes-pub6befe8e0/>.

Based on the dimensions provided by the Customer or obtained during the preliminary assessment, IKEA will, following a needs assessment of up to 90 minutes conducted at a pre-agreed time, prepare Preliminary Plans within a minimum of 7 and a maximum of 10 business days.

The Preliminary Plans shall be presented and finalized with the Customer during a second, pre-agreed 90-minute consultation, either in person or online, conducted by an Interior Designer.

Following the second consultation, the finalized plans shall be delivered to the Customer via the Customer's provided email address within 10 business days. The plan documentation shall include:

- Style Collage
- Detailed 2D and 3D Layouts
- Recommendations for Related Services Provided by IKEA
- Shopping List

During the design process, one complimentary correction to the plans may be requested in the event of minor changes (e.g., change of frame color, change of fronts, etc.), within six (6) months from the date of the initial design session.

Refund Request

According to the terms outlined in this information document, the Customer is entitled to a refund of the design fee upon the purchase of the furniture and accessories included in the plan. The Customer has 6 (six) months from receipt of the final plans to request the refund.

If the purchase is made through the IKEA for Business department based on the final plan and paid via pro forma invoice, the Customer may also request the refund via email.

The refund can be requested in writing by contacting: **ikea.business.hu@ikea.com**, and will be processed via bank transfer.

Refund conditions:

- The person who ordered the design and the person completing the purchase (both must be members of the IKEA Business Network) must be the same.
- The total amount of the final purchase must reach at least 90% of the amount listed on the original shopping list.
- To be eligible for the refund, the Customer must present all the following documents together to IKEA for Business staff:

Proof of payment for the design service

Shopping list prepared during the design



IKEA Lakberendezési Kft.

Proof of purchase of the products

4.2 Customized Project

The current price list for the Tailored Project Service is available on the IKEA website: www.IKEA.hu. Based on the dimensions provided by the Customer or those obtained during the preliminary assessment service, IKEA shall, following a needs assessment of up to 90 minutes conducted at a pre-agreed time, prepare Preliminary Plans within a minimum of 7 and a maximum of 10 business days.

IKEA will present the Preliminary Plans to the Customer within a maximum of 14 business days during a second, pre-agreed 90-minute consultation. Consultations and plan presentations may take place either in person at the store or online, subject to prior agreement on the method.

Under the Tailored Project Service, IKEA provides up to five consultations, with a maximum of five versions of the project.

At the conclusion of the design process, IKEA shall deliver the following:

- Style Collage
- Detailed 2D and 3D Layouts
- Lighting Product Recommendations
- Overview of Related IKEA Services
- Shopping List

Following the final consultation, the finalized plans will be sent to the Customer's specified email address within 10 business days.

5. Customer Declaration Upon Ordering the Service

By ordering the design service, the Customer confirms and declares the following:

- All measurements provided are accurate and match those measured by the Customer. As stated in section 2, the selected products can be delivered into the space without obstruction.
- By signing the contract, the Customer confirms they have read and accepted the General Terms and Conditions, and in the case of online planning, they have the necessary technical requirements to proceed.
- By signing the contract and paying the design fee, the Customer confirms they have received all necessary information about the planning conditions, including billing information.
- Once the completed plan has been sent to the Customer, any redesigning can only be done by booking a new appointment. If any size specified in the original plan is later requested to be changed, the service must be ordered again, requiring a new booking and payment.

6. Planning Process

6.1 In-person Planning

The Customer must appear at the designated store's planning department at the scheduled time.

They must bring all necessary information (as per section 2), including measurements and basic concepts.

The dimensions of the space to be designed must be provided by the Customer, supplemented by additional information required by IKEA. Alternatively, the Customer may request the IKEA service provider to perform the measurement.

If the measurement is performed by the IKEA service provider, the results must be submitted to IKEA within the specified timeframe. If this is not done, IKEA will not be able to carry out the service.

The data provided (measurements) during the planning process cannot be changed later. Any modification requires a new order.

6.2 Online Planning

If online planning is chosen, the Customer will receive an email invitation and link to access the video application suitable for conducting the planning session.

The process takes place via the VCS Meeting platform. The technical requirements for using the service are listed below.



IKEA Lakberendezési Kft.

In case of online planning, the space dimensions must be provided by the Customer, supplemented by additional IKEA-required information, or the Customer may request the IKEA service provider to perform the measurements.

If the measurement is performed by the IKEA service provider, the results must be submitted to IKEA within the specified timeframe. Otherwise, the service cannot be delivered.

Data provided during the planning (measurements) cannot be modified later; in such cases, a new order is required.

All Customers using the online consultation and planning services are responsible for ensuring they have the appropriate technical and hardware setup to participate.

To ensure a smooth planning process, it is the Customer's responsibility to ensure their computer meets the following requirements:

- One of the following browsers: Microsoft Edge Chromium, Google Chrome, Firefox, Safari
- Working microphone, speakers, and/or headphones (headphones with mic are recommended)
- Minimum internet connection speed of 2 Mbps
- A quiet environment is also recommended during the consultation and planning sessions.

7. Service Fees and Payment Terms

The applicable fees for the services are published on the website www.IKEA.hu.

The Client is required to pay the service fee in advance, prior to utilizing the service, in accordance with the provisions set forth below. IKEA shall not be bound by any order until the service fee has been paid in full by the Client. The service can only be rendered if payment is received prior to the scheduled time of the design consultation.

7.1 Invoice Request – In the case of Bank Transfer Payment

To finalize the order, the Client must transfer the service fee to the IKEA account held with UniCredit Bank Zrt., using the bank account number indicated on the pro forma invoice. For this purpose, IKEA issues a pro forma invoice, which includes the relevant order ID.

Please note that bank transfer processing and the reconciliation of the payment with a specific customer account may take at least four (4) business days. The simplified invoice will be sent to the Client via email from the address noreply@kulcssoft.hu.

Access to the design service is conditional upon IKEA's receipt of all required documentation as per Section 3.3, as well as the completed registration form. The Client's registration will be finalized upon confirmation of payment.

Following confirmation of the order, the Client may not withdraw from the order within twenty-four (24) hours before the first consultation appointment. Should the Client attempt to cancel within this period, IKEA is entitled to retain the full service fee as a contractual penalty for non-performance.

8. Handover of Final Designs

Following the second/final consultation, the finalized plans shall be delivered to the Customer via the email address provided by the Customer, in PDF format, within 7 to 10 business days, depending on the type of service rendered. In addition, the final plan shall be shared with the Customer via the IKEA planning tool in a manner that does not allow further modifications.

9. Cancellation, Warranty, and Complaint Reporting

The contract concluded on the basis of the electronic order is in Hungarian and shall not be considered a written contract; it is not archived by IKEA. The contract becomes effective upon the Client's signature of the contract document.

The Client may cancel the service—i.e., withdraw from the order—up to twenty-four (24) hours prior to the scheduled appointment by issuing an express declaration of intent.

Modifications to the appointment time or cancellations may be initiated by the Client no later than 24 hours prior to the appointment. After this point, the Client may no longer withdraw from the order.



IKEA Lakberendezési Kft.

If the Client fails to attend the design appointment and does not exercise the right of withdrawal, no claim for reimbursement of the fee may be made; IKEA shall retain the fee as a contractual penalty.

The designs are not unique and IKEA makes no warranty of exclusivity. The Client may only use the designs for their own business purposes and may not transfer or sell them.

The furniture and accessories included in the designs are based on current availability and stock. IKEA cannot guarantee the future availability of any items listed in the associated shopping list. IKEA accepts no liability for any modifications made by the Client to the designs.

IKEA disclaims liability for any indirect damages, including (but not limited to) consequential losses, loss of assets, or loss of profit. Any liability on IKEA's part is limited to the amount of the service fee.

In the event of a problem, please contact IKEA Customer Service. For complaints or inquiries, please call IKEA Central Information at +36 1 808 9230 or complete and submit the Complaint Form.

10. Copyright

All designs created by IKEA are protected under copyright law. IKEA retains exclusive copyright ownership and reserves the right to indicate authorship and use the designs without restriction.

The usage rights to the designs rest solely with IKEA. The Client may not grant usage rights to third parties or use the designs for any purpose other than what was originally contracted.

11. Data Management Information

The company named in the order, IKEA Lakberendezési Kft. (1148 Budapest, Örs vezér tere 22.), is the controller of personal data.

Personal data, including photographs collected in connection with the order, are processed for the purpose of fulfilling the order and, where applicable, for handling claims related to defective performance. Data will be retained only for the necessary duration or as otherwise required by law (e.g., taxation and accounting regulations).

Design files may be retained by IKEA for up to five (5) years based on IKEA's legitimate interest to handle potential complaints.

Recipients of personal data include third-party service providers engaged by IKEA to fulfill orders or handle complaints (e.g., delivery and assembly partners).

Payment services may be provided by non-EU entities, with whom IKEA has entered into contracts incorporating the European Commission's Standard Contractual Clauses to ensure adequate safeguards.

Data processing is based on contract performance or legal obligations. Provision of personal data is voluntary, but failure to provide data may prevent order fulfillment.

The Client has the right to access, rectify, or delete their personal data, restrict or object to processing, and exercise the right to data portability. These rights may be exercised via the contact details below.

Complaints may be lodged with the Hungarian Data Protection Authority (NAIH): <https://naih.hu/ugyfelszolgalat,-kapcsolat.html> (email: ugyfelszolgalat@naih.hu).

For the purposes of customer satisfaction surveys, personal data may be processed for up to one (1) year based on IKEA's legitimate interest. Survey services may be performed by IKEA's contracted partners.

The Client may object to such processing and may withdraw consent at any time in accordance with legal requirements.

Contact details of the Data Controller:

Mailing address: 1148 Budapest, Örs vezér tere 22.

Email: data.privacy.hu@ikea.com

IKEA's Privacy Policy: <https://www.ikea.com/hu/hu/customer-service/privacy-policy/>

While IKEA strives to ensure the accuracy of the information on www.ikea.hu, in IKEA stores, and in this General Terms and Conditions document, it cannot guarantee the absence of errors or inaccuracies. IKEA reserves the right to correct errors stemming from obvious typographical or technical issues or to amend content in response to legal changes.

Please note that product sales are subject to available inventory. IKEA reserves the right to suspend or limit sales and design services due to unforeseen manufacturing difficulties or shortages.



IKEA Lakberendezési Kft.

12. Final Provisions

Hungarian laws govern these General Terms and Conditions.

For consumer complaints, the Consumer may contact the following authorities:

Budapest Metropolitan Government Office Consumer Protection Department

Address: 1117 Budapest, Prielle Kornélia utca 4/b.

Phone: +36 1 450 2598

Email: fogyved_kmf_budapest@bfkh.gov.hu

Pest County Government Office Consumer Protection Department

Address: 1072 Budapest, Nagy Diófa u.10-12.

Phone: +36 1 459 4843

Email: fogyved@pest.gov.hu

More contact details and further information: https://fogyasztovedelem.kormany.hu/#/fogyasztovedelmi_hatosag

The Customer may also submit a complaint to the National Media and Info communications Authority (www.nmhh.hu).

Online orders and disputes between the Company and the consumer Customer can be resolved out of court through Conciliation Boards. IKEA is obliged to cooperate in the Conciliation Board proceedings.

The Conciliation Board competent for IKEA's headquarters:

Budapest Conciliation Board, operated by the Budapest Chamber of Commerce and Industry

Address: 1016 Budapest, Krisztina krt. 99. I. em. 111.

Mailing address: 1253 Budapest, Pf.: 10

Email: bekelteto.testulet@bkik.hu

Phone: +36 1 488 21 31

Website: www.bekeltet.bkik.hu

Pest County Conciliation Board

Address: 1055 Budapest, Balassi Bálint utca 25. IV. emelet 2.

Mailing address: 1055 Budapest, Balassi Bálint u. 25. 4. em. 2.

Email: pmbekelteto@pmkik.hu

Phone: +36 1 792 7881

Website: www.pestmegyeibekelteto.hu

A complete list of Conciliation Boards is included in Appendix 2 and available at: <https://fogyasztovedelem.kormany.hu/#/>

The supervisory authority for compliance with data protection laws is the National Authority for Data Protection and Freedom of Information (www.naih.hu).

*While IKEA endeavours to ensure that the information on the website (www.ikea.hu), in IKEA stores and in these Terms and Conditions is accurate, we cannot exclude the possibility of errors or misrepresentations. IKEA reserves the right to amend its commitments due to obvious printing or other technical errors or to correct them due to changes in legislation. Please also note that sales of products and services are subject to availability of stock. IKEA reserves the right to suspend or temporarily limit sales and design services due to unexpected difficulties or shortages in production.