



IKEA Lakberendezési Kft.

Online Reservation of Products from the Second Life of Furniture Point

1. Introductory Provisions

These general terms and conditions (hereinafter referred to as the "GTC") of IKEA Furnishing Ltd. (registered office: 1148 Budapest, Örs vezér tere 22., Branch offices: 2040 Budaörs, Sport u. 2-4, 1239 Budapest, Vecsés út, land reg. no. 195836/32; company registration number: 01-09-162734; tax number: 10731084-2-44; registered by the Metropolitan Court of Registration; email: ikea.info.hu@ikea.com) (hereinafter referred to as: "IKEA" or the "Company") shall enter into force on July 20, 2025.

IKEA reserves the right to amend or supplement these GTC. The modifications or supplements will be available on the website www.ikea.hu. Any changes to the GTC will not apply to orders placed prior to the effective date of such changes or supplements.

2. Participating IKEA Stores

This service is available in all IKEA stores in Hungary. However, it is not available in Planning Studios or Pick-up Points.

3. Reservations

Each store has different product stock. Customers can reserve products individually from each store. Reservations are valid for 48 hours, after which the item becomes available for sale again in the system. A maximum of two consecutive reservations can be made for the same item. After two consecutive reservations, the item can no longer be reserved again by the same customer.

A customer may reserve up to six items at a time. Each item may be reserved for a maximum of two consecutive periods per customer.

4. Collection

Customers can collect their reserved items in person at the store where the reservation was made, using the code and email address provided in the confirmation email. Payment must be made at the checkouts.

If the customer does not collect and purchase the reserved item within 48 hours of making the reservation, IKEA will relist the item for sale. The price of the item is non-negotiable.

Products are eligible for the 365-day return policy if the customer provides a receipt or IKEA Family card as proof of purchase. IKEA will refund the purchase price in the same manner as the payment.

A one-year statutory warranty applies to the product. Additionally, IKEA provides a two-year voluntary guarantee from the date of purchase, which does not cover the defect for which the product was originally sold.

5. Customer Information Service

The Company answers customer inquiries at the phone number +36 1 808-9230, via the website www.ikea.hu/kapcsolat, or in person at any of its stores in Hungary. More information is available at www.ikea.hu/aruhazak.

6. Protection of Personal Data

The data controller is IKEA Furnishing Ltd. The legal basis for data processing is the contract, fulfillment of the order, and investigation of any claims arising from defective performance, for the duration necessary to fulfill these obligations.

Another legal basis is the Company's compliance with legal obligations under applicable laws, including but not limited to tax and accounting regulations, for the purposes and timeframes defined therein.

Providing personal data is necessary for the performance of the contractual obligations between the parties. If the customer fails to provide the required data, the order cannot be fulfilled.

Data recipients may include the Company's contracted partners and service providers involved in order fulfillment and complaint handling.

Customers have the right to access their personal data, request rectification or deletion, restrict data processing, exercise the right to data portability, and object to processing (if based on the Company's legitimate interests).

The Company may contact customers via SMS, email, or phone to request feedback on service satisfaction or complaint handling. If a customer is dissatisfied, the Company may follow up for further information in order to improve service quality and inform the relevant service providers.

The Company will process personal data for the purpose of customer satisfaction surveys for one year, based on its legitimate interest. The survey services are provided by a contracted partner of the data controller.

Customers may exercise their data protection rights using the contact details provided in these GTC. The general data protection policy is available on IKEA's website at: [Privacy Policy - IKEA](#)

Contact details of the data controller: by post to IKEA Furnishing Ltd., GDPR Department (1148 Budapest, Örs vezér tere 22.), or by email to: data.privacy.hu@ikea.com. In case of issues related to data processing, customers may file a complaint with the Hungarian National Authority for Data Protection and Freedom of Information (NAIH), contact details: <https://naih.hu> | ugyfelszolgalat@naih.hu.

7. Final Provisions

Hungarian law shall govern these general terms and conditions.

In case of consumer complaints, the customer may contact the following authorities:

Budapest 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 information and additional contacts:
https://fogyasztovedelem.kormany.hu/#/fogyasztovedelmi_hatosag

Disputes between the Company and the customer may also be resolved out of court. In such cases, Conciliation Boards have jurisdiction.

The Conciliation Board with jurisdiction based on IKEA's registered office:
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 2131
Web: www.bekeltet.bkik.hu

Pest County Conciliation Board
Address: 1055 Budapest, Balassi Bálint utca 25. IV. floor 2.
Mailing address: 1055 Budapest, Balassi Bálint utca 25. 4th floor 2.
Email: pmbekelteto@pmkik.hu
Phone: +36 1 792 7881
Web: <https://www.pestmegyeibekelteto.hu>

A list of additional conciliation boards is available at:
<https://fogyasztovedelem.kormany.hu/>



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The supervisory authority for data protection compliance is the Hungarian
National Authority for Data Protection and Freedom of Information
(www.naih.hu), (1530 Budapest, Pf. 5.; ugyfelszolgalat@naih.hu).