

## General Terms and Conditions Online Order with Delivery Services

IKEA Home Furnishings Ltd.

Headquarters: 22 Örs vezér tere, Budapest 1148

Phone number: +36 1 8089 230

Online contact: [ikea.info.hu@ikea.com](mailto:ikea.info.hu@ikea.com)

These General Terms and Conditions (hereinafter referred to as "GTC") will come into effect on 25. January, 2025. These terms apply to the electronic commercial services provided by IKEA through its online store. IKEA Home Furnishings Ltd. is a member of the National Trade Association.

Hosting Service Provider

Company Name: IKEA IT AB

Contact: [data.privacy.hu@ikea.com](mailto:data.privacy.hu@ikea.com)

Headquarters: Ikeagatan 7, SE-343 81 Älmhult, Sweden

IKEA reserves the right to modify or supplement these General Terms and Conditions. The amendments or supplements will be available on the [www.ikea.hu](http://www.ikea.hu) website. Any changes to these General Terms and Conditions will not apply to orders placed before the effective date of such modifications or supplements, except as required by law.

### 1. General Provisions

These GTC apply to online purchases made from the webshop available at [www.ikea.hu](http://www.ikea.hu). Products can be ordered under the conditions specified in the GTC. Products listed in Annex 1 are not available or cannot be ordered online. Basic characteristics and other essential information about the products can be found on the IKEA website ([www.IKEA.hu](http://www.IKEA.hu)). On days when the store is closed (including public holidays, December 24, and December 31), customers can place orders online. However, IKEA will not process the assembly, handover, and delivery of goods on these days.

These GTC contain the rights and obligations of IKEA, as the seller (hereinafter: IKEA or the Company), and the customer, as the customer (hereinafter: Customer). Consumers and non-consumer organizations and legal entities are also entitled to purchase online (hereinafter collectively referred to as Customers). The provisions of these GTC apply to non-consumer Customers with the exception that the provisions of these GTC that specifically apply to consumers according to laws and IKEA's regulations do not apply to non-consumer Customers (e.g., legal remedies, statutory warranty obligations, withdrawal rights). A consumer is a natural person who acts outside his profession, independent occupation, or business activity, and who enters into a contract or other commercial relationship with IKEA.

#### 1.1. Customer Declaration

By placing an order, the Customer, whether a Consumer or a non-consumer Customer, acknowledges that they have familiarized themselves with these GTC and their appendices, as well as the provisions of the Data Privacy Policy, and expressly accepts them as valid at the time of placing the order. Both documents can be accessed by clicking on the respective link, downloaded from there, and printed by clicking on the print button. The acceptance of the documents is done by checking the designated checkbox. Only individuals who have reached the age of 18 can place orders from the IKEA online store.

The Customer acknowledges that IKEA is the exclusive distributor of the IKEA product range, and the Customer is not entitled to resell or lease (wholesale) IKEA products either within the territory of Hungary or abroad for third parties.

By placing the order, the Customer confirms and declares that they are purchasing the IKEA product(s) solely for their own use and that the

product(s) purchased from the IKEA website ([www.ikea.hu](http://www.ikea.hu)) will be and remain the end-user, and that the product(s) will not be involved in their own business activities in such a way that it involves the transfer of the product(s) to third parties, especially for the purpose of selling or leasing them to third parties.

The purchase of products specified in IKEA's offer does not grant the Customer the right to use the trademarks, business names, logos, etc., of IKEA or businesses in contractual relationships with IKEA.

### 2. Order

The display of products on [www.ikea.hu](http://www.ikea.hu) is for informational purposes only. The display of products cannot be interpreted as an offer. Products are displayed with photographs and other information (product name, price). IKEA reserves the right to limit the quantity of certain products that can be purchased through the [www.ikea.hu](http://www.ikea.hu) e-shop. The limitation is indicated in the relevant offer.

#### 2.1. Placing an Order

Registration is not required to place an order, but the Customer must provide their details, including personal data necessary for the order, in advance. Please note that if you do not provide your details, you will not be able to use the service.

Before finalizing the order, the Customer can review the entered data and, if necessary, make modifications. The Customer selects the desired "delivery/pick-up date" to indicate the expected pick-up date. For Home Delivery services, the Customer can change the delivery date or time frame until the order is finalized.

Products are ordered by placing them in the shopping cart and filling out the order form, including settling the purchase price after selecting the payment method on the Payment tab. Tools for identifying and correcting data entry errors:

The Customer can correct data entry errors at any stage of the order process and before submitting the order to IKEA – which is done by making the payment – by clicking on the "Edit" button to modify billing details.

The Customer's data can be edited or modified at any time when placing an order (by clicking on the "Edit" button or the browser's "Back" button) in the section for delivery address/billing details.

By accepting the provided data and the Privacy Policy, the Customer can proceed to payment by clicking the "Next" button. The items to be ordered can be removed or modified during the order process by returning to "Your Order" or clicking the "Edit" button. After placing the order, the Customer can inform IKEA of any data entry errors via the IKEA website at [www.ikea.hu/contact](http://www.ikea.hu/contact). If the Customer fails to do so, IKEA will not be responsible for any resulting consequences.

The Order can be placed after selecting the payment method and accepting the General Terms and Conditions, following the payment on a secure banking page.

If the selected item is out of stock or there is insufficient stock to fulfill the ordered quantity, IKEA will inform the Customer accordingly before the order is placed. In this case, the system will indicate that some products are not available. The Customer can proceed with the order by clicking on the "Remove Missing Items" button.

Once the order is placed, it cannot be modified. Upon acceptance of the order, IKEA will send a confirmation email to the Customer. The current version of the GTC and its appendices, along with the warranty information, which is Appendix 2 of the GTC, will be attached in PDF format to the confirmation email. Additional general information on warranties and complaints can be found at the following link: <https://www.ikea.com/hu/hu/customer-service/returns-claims/return-policy/>.

The concluded contract is not considered a written agreement, but IKEA records it solely to ensure the successful fulfillment of contractual terms and obligations. The purchase contract is in Hungarian. The contract between



IKEA and the Customer is governed by Hungarian law. The provisions of Government Decree 45/2014 (II.26) must also be applied to contracts with consumers.

#### 2.4. Waiting list

If not all products were in stock at the time of purchase, IKEA creates a so-called waiting list for the missing items. It is important to know that only the products currently in stock can be purchased. The waiting list does not constitute an offer or reservation, and the prices of the products listed on it may vary depending on the prices valid on the day of purchase. Once all the products on the waiting list are available, IKEA notifies the Customer by phone – or by email if the Customer is not reachable. When ordering the products, the Customer can choose between two delivery options: Home delivery on the chosen day to the first lockable door, and Home delivery on the chosen day to the selected room. For these orders, there is no option to choose a different delivery method or personal pickup. IKEA sends a payment link to the Customer, through which they can purchase the products with home delivery service. The products are only removed from stock at the time of payment, and if no purchase is made, the waiting list is deleted after 8 days.

#### 3. Ownership

By entering into the purchase agreement, IKEA undertakes to deliver the products forming the subject of the purchase and allows the Customer to acquire ownership of the product. Ownership of the product is transferred to the Customer upon delivery. IKEA is obliged to hand over the products, including the relevant documents, to the Customer. The products are considered handed over to the Customer at the time of personal pickup or delivery.

#### 4. IKEA offers the following delivery methods:

##### 4.1. Personal Pickup (Click&Collect)

IKEA informs the Customer separately via email when the product is ready for pickup. The Customer is obligated to pick up the selected product no later than on the selected pickup date. IKEA will notify the Customer by email in advance or on the selected pickup date if pickup is not possible on the selected date. In exceptional cases, the preparation time may be longer. The handover of the product does not include assembly or installation of the products. The Customer will receive instructions for use and assembly in Hungarian along with the products. These instructions are also available on the [www.ikea.hu](http://www.ikea.hu) website. Upon handover, the Customer is obliged to carefully check the number and integrity of the packages. In case of damaged packaging or missing packages, the Customer must inform the IKEA outlet responsible for order issuance during pickup.

IKEA's registered office or branch office is considered the place of handover, which the Customer designates in the order, including the Budaörs store, Sport utca 2-4, 2040 Budaörs, the Budapest store, Örs vezér tere 22, 1148 Budapest, and the Soroksári store, XXIII. Vecsési út, HRSZ: 195836/32, 1239 Budapest.

The Customer is obligated to pick up the products no later than on the selected pickup date, unless IKEA informs the Customer in accordance with the provisions of these GTC that pickup is possible at a different time (delivery deadline). If the Customer does not pick up the products on the selected pickup date, IKEA will store them for a maximum of 3 business days. If the Consumer or non-consumer Customer does not pick up the product on the selected pickup date or at the time specified by IKEA as described above and the Consumer does not exercise their right of withdrawal, in this case, IKEA is entitled to exercise its right of withdrawal in accordance with these GTC.

The current cost of preparation is available on the IKEA website. Before submitting the order, the Customer will be informed whether the current cost will be charged or not.

The Company answers the questions of Customers at +36 1 808 9230 during working hours, or via [www.ikea.hu/kapcsolat](http://www.ikea.hu/kapcsolat), and in person at any of the

Company's stores in Hungary. Further information is available at [www.ikea.hu/aruhazak](http://www.ikea.hu/aruhazak).

When placing an order, the Customer is entitled to designate a third party for personal pickup. IKEA is entitled, but not obliged, to identify the person picking up the goods, that is, to check an identity card or other similar official document. IKEA expressly disclaims liability for any abuse that may arise when presenting the confirmation or during the product handover. The Customer is responsible for treating the order confirmation as confidential and for disclosing it only to the person designated by them in the order for product pickup.

#### 4.2 Types of Home Delivery Services

##### Common rules for home delivery services:

The Customer provides the necessary contact information for the delivery of the goods in the order, including their full name, phone number, delivery address, email address, and billing details. The Customer must provide an address where the Customer or the authorized person for product receipt can be reached on the chosen day and within the chosen time window, ensuring the product's receipt.

For services where home delivery on a chosen date is available, the Customer selects the suggested day and time slot for delivery (estimated delivery day), based on which IKEA will inform the Customer of the delivery day and time (fulfillment deadline). The Customer agrees to ensure the receipt of the products on the specified day and time.

For home delivery within 10 business days services, the Customer selects a 4-10 day timeframe, and the Delivery Partner notifies the Customer of the expected day and time of delivery by phone or SMS at least 24 hours before delivery.

The Company reserves the right to exclude fragile and difficult-to-handle goods from the service.

The service type cannot be changed after payment for the order.

The Customer agrees to ensure the receipt of the products on the specified day and time.

If the Customer's order cannot be fulfilled from one store due to a lack of stock, but the missing products are available from the stock of another store, IKEA can fulfill the Customer's Order with several deliveries. Delivery dates and times may vary. IKEA Lakberendezési Kft. is not responsible for changes in delivery times due to traffic obstacles, weather conditions, and other unexpected technical problems or force majeure. The Customer acknowledges that the delivery deadline is for information only. In exceptional cases, or if the products are not in stock, the delivery time may be longer. If such a situation occurs, the Customer will be informed immediately, otherwise IKEA excludes its liability for compensation for the consequences of changing the delivery date. The delivery deadline is for informational purposes only. In exceptional cases or if the products are not in stock, the delivery deadline may be longer. In such cases, the Customer will be promptly notified, and IKEA disclaims any liability for consequences arising from changes in the delivery deadline.

If the address provided by the Customer can only be accessed with a drive-in permit, the Customer is responsible for obtaining the drive-in permit. Information about the vehicle can be obtained from the Customer Service Hotline (+36 1 808 9230 or via [www.ikea.hu/kapcsolat](http://www.ikea.hu/kapcsolat)).

The Company ensures the delivery of goods within Hungary to the address provided by the Customer in the order (maximum one address). The Company reserves the right to exclude fragile and difficult-to-handle items from the service. The delivery deadline is for informational purposes only for all delivery types and pickup methods. IKEA disclaims liability for changes in the delivery deadline.

IKEA provides deliveries through the following subcontractors, which the Customer expressly accepts:



- DPD Hungária Futárpostai Csomagküldő Szolgáltató Korlátolt Felelősségű Társaság, registered office: 1158 Budapest, Késmárk u. 14, Building B.
- Gebrüder Weiss Szállítmányozási és Logisztikai Kft., H 2330 Dunaharaszti, Raktár út 2.
- CarryAll Hungary Kft., registered office: 8200 Veszprém, Lőszergyári út 6.
- Schenker Nemzetközi Szállítmányozási és Logisztikai Kft., registered office: 2310 Szigetszentmiklós, Leshegy utca 30.
- Magyar Posta Zártkörűen Működő Részvénytársaság: 1138 Budapest, Dunavirág utca 2-6. (hereinafter referred to as the "Delivery Partner").

The employees of the Delivery Partner are obliged to comply with all requirements arising from occupational safety regulations (with particular regard to the use of work equipment, work shoes, etc.).

The Customer must be aware that the data provided by them (name, address, phone number) will be transmitted to the Delivery Partner in accordance with the Data Processing Information, for the purpose of fulfilling the delivery. The delivery does not include the assembly or installation of the purchased products. The Customer will receive instructions for use and assembly in Hungarian with the products. These instructions are also available on the [www.ikea.hu](http://www.ikea.hu) website. The Customer agrees to receive the delivered products on the chosen delivery day unless they withdraw from the contract.

The Customer must ensure that there is sufficient space at the entrance doors of the building and apartment and in the hallway, and must ensure that the shipment can be safely transported to the specified location. Upon receipt, the Customer must carefully check the integrity of the packaging and the number of items delivered. The Delivery Partner is obliged to provide the Customer with sufficient time for inspection. By signing the delivery document (hereinafter referred to as the Delivery Note), the Customer confirms the conformity of the shipment, i.e., the number of items delivered and that the shipment is visibly undamaged. If the shipment is incomplete or visibly damaged, the Customer must make a digital or paper note on the Delivery Note regarding the deficiencies or damage, indicating the missing items or damage. The note made about the deficiencies or damage to the products does not constitute an automatic claim by the Customer. The Customer is entitled to claim compensation for any damage that occurred to the shipment until the delivery of the shipment to the Customer.

When making a claim, the Customer must attach the Delivery Note, which includes the note about the deficiencies or damage to the shipment, the signatures of the Customer and the Delivery Partner, and, depending on the circumstances, photographic documentation of the damaged products. IKEA will process or settle the claim within 30 days from its submission. In case of loss or damage to the shipment during delivery, the Customer will receive a replacement product from IKEA. If replacement is not possible, IKEA will refund the purchase price of the products and any other service fees paid by the Customer. In all other respects, IKEA excludes the satisfaction of further claims.

IKEA is not responsible for delivery delays, including delays resulting from incorrect information provided by the Customer. Claims for visible damage to or deficiencies in the shipment, which the Customer has received as flawless and complete, will not be considered. Regarding complaints related to product quality (not damage during delivery), IKEA's Complaint Handling Policy applies. Delivery (freight) costs are payable together with the purchase price. The delivery costs are available on the IKEA website.

In the case of warranty replacement, used mattresses and sofas must be wrapped in plastic film for hygiene reasons prior to collection. The carrier is entitled to refuse to accept unpackaged used mattresses or sofas.

#### 4.2.1. Home Delivery Within 10 Business Days to the First Lockable Door

The home delivery within 10 business days to the first lockable door service is available from the Soroksár store.

If the Customer chooses the option of delivery to the first door, in the case of a condominium, this means placement at the common entrance, and in the case of a detached house, it means placement in front of the gate.

In the order, the Customer selects a preferred delivery time frame of 4-10 days, which is confirmed by the Company later.

The Delivery Partner informs the Customer by phone or short text message at least 24 hours before the delivery of the expected delivery time. If the offered time is not suitable for the Customer, they must contact the Company through the [www.ikea.hu/contact](http://www.ikea.hu/contact) page, and with the Customer's consent, IKEA will schedule a new 4-10 day time slot for delivery.

The Customer must ensure that there is sufficient space at the delivery point – at the gate in the case of a detached house and at the common entrance in the case of a condominium – for the safe unloading of the goods.

#### 4.2.2. Home Delivery Within 10 Business Days to Room of Choice

The home delivery within 10 business days to the chosen room service is available from the Soroksár store. If the Customer chooses delivery to the selected room in the order, the Service Provider ensures the delivery of the order within Hungary to the address specified in the order (with placement in one room in one apartment).

In the order, the Customer selects a 4-10 days product delivery period, which is confirmed by the Company later.

The Delivery Partner informs the Customer by phone or short text message at least 24 hours before the delivery of the expected delivery time. If the offered time is not suitable for the Customer, they must contact the Company through the [www.ikea.hu/contact](http://www.ikea.hu/contact) page, and with the Customer's consent, the Company will schedule a new 4-10 days time slot for delivery.

The Customer must ensure that there is sufficient space at the entrance doors of the building and apartment and in the hallway to safely deliver the goods.

The Customer is responsible for receiving the paid and delivered goods from the Delivery Partner.

#### 4.2.3. Home Delivery on a Chosen Day to the First Lockable Door

Home delivery on a chosen day to the first lockable door service is available from the Soroksár and Budaörs stores.

If the Customer selects home delivery on a chosen day to the first lockable door, IKEA provides delivery of the ordered products within Hungary to the address specified by the Customer in the order (up to one address).

The IKEA Delivery Partner delivers the ordered products to the first lockable door, which means the common entrance in the case of a condominium and the gate in the case of a detached house.

The expected delivery time of the shipment is communicated to the Customer by the Delivery Partner by phone before the delivery of the order.

If the Customer wishes to modify the delivery deadline, they must contact the Company through the [www.ikea.hu/contact](http://www.ikea.hu/contact) page.

The Customer is responsible for receiving the paid and delivered goods from the Delivery Partner. The Customer must ensure that there is sufficient space for the safe unloading of the goods at the delivery point—at the gate in the case of a detached house or at the common entrance in the case of an apartment building."

#### 4.2.4. Home Delivery on a Chosen Day to Room of Choice

Home delivery on a chosen day to the chosen room service is available from the Soroksár and Budaörs stores.

If the Customer chooses delivery to the chosen room, the Delivery Partner delivers the order to the room chosen by the Customer. The Company



ensures the delivery of goods within Hungary to the address specified by the Customer in the order (with placement in one room in one apartment).

In the order, the Customer selects a preferred delivery time, which is confirmed by the Company later. The Delivery Partner communicates the expected delivery time of the shipment to the Customer by phone or short text message before the delivery of the order. If the offered time is not suitable for the Customer, they must contact the Company through the [www.ikea.hu/contact](http://www.ikea.hu/contact) page, and with the Customer's consent, the Company will schedule a new 4-10 days time slot for delivery.

The Company reserves the right to exclude fragile and difficult-to-handle items from the service.

The Customer is responsible for receiving the paid and delivered goods from the Delivery Partner. The Customer must ensure that there is sufficient space at the building and apartment entrance doors and in the hallway to safely store the goods.

#### 4.2.5. Package Delivery

The IKEA system automatically offers the package delivery option if it meets the conditions posted on the website.

The package delivery option is available only based on capacity and other conditions. The system provides this option when the dimensions of the products in the order do not exceed the dimensions posted on the website and when the order is fulfilled from the Soroksár store's stock, and when free capacity is currently available. If the package delivery capacity is full, the system will offer home delivery by truck, regardless of the order's size. The Customer decides whether to continue with the purchase based on the available information. In this case, no compensation is available.

For package delivery, there is no option to specify a specific day and time window. The Delivery Partner informs the Customer about the expected delivery time via email after the order is handed over to the Delivery Partner. If the provided time is not suitable for the Customer, they can modify it on the [www.dpd.hu](http://www.dpd.hu) website.

If the products are available, the delivery deadline is usually up to 7 days from the order confirmation. In exceptional cases or if the products are not in stock, the delivery deadline may be longer. IKEA disclaims liability for consequences arising from changes in the delivery deadline.

#### 4.2.6. Parcel Delivery with Magyar Posta

The IKEA system automatically offers the Parcel Delivery with Magyar Posta option if the order meets the conditions posted on the website. The Parcel Delivery with Magyar Posta option is available only based on capacity and other conditions. The system provides this option when the dimensions of the products in the order do not exceed the dimensions posted on the website and when the order is fulfilled from the Soroksár store's stock, and when free capacity is currently available. If the Parcel Delivery with Magyar Posta capacity is full, the system notifies the Customer to try tomorrow or the customer can choose different services. The Customer decides whether to continue with the purchase based on the available information. In this case, no compensation is available.

For Parcel Delivery with Magyar Posta service, there is no option to specify a specific day and time window. The Delivery Partner informs the Customer about the expected delivery time via email after the order is handed over to the Delivery Partner. MPL attempts to deliver the postal item to the Customer on two occasions. If the first delivery attempt is unsuccessful, MPL leaves a note advising the Customer of the arrival and attempted delivery of the postal item. If the Customer's phone number has been indicated on the address label, MPL will agree the place and time of the second delivery attempt with the Customer. When notification fails, MPL will attempt the delivery of the postal item again on the following working day. If the second delivery attempt is also unsuccessful, MPL leaves another notification with the address of the postal office, together with the 10 working days retention time, where the postal item may be collected by the Customer. If several postal items are sent to the same address, MPL delivers them simultaneously, on a consolidated basis. If the items for joint delivery are not handed over together at the delivery post office, Customer may receive her order in two packages on different delivery dates.

If the products are available, the delivery deadline is usually up to 14 days from the order confirmation. In exceptional cases or if the products are not in stock, the delivery deadline may be longer. IKEA disclaims liability for consequences arising from changes in the delivery deadline.

Customer will receive the tracking number via the notification e-mail from MPL and can track the order in the MPL website on this link <https://posta.hu/ugyfelszolgalat/nyomkovetes>. MPL provides real-time information on the dispatch, delivery of the postal item, or the reason for the failure of delivery or depositing of the postal item. The service is available on the website of Magyar Posta on Tracking page or in the Posta mobile app.

#### 4.3 Pickup at IKEA Store Parcel Point

During the order process, the Customer can choose to pick up the product from the automated machines at the Budaörs or Soroksár IKEA stores. The IKEA headquarters or branch office is considered the pickup location, which the Customer must specify in the order. In this case, the pickup locations are Budaörs Store, Sport utca 2-4, 2040 Budaörs and Soroksár Store, Vecsés út hrsz.:195836/3, 1239 Budapest. The fee for the service at the Parcel Point is available on the IKEA website and must be paid at the time of ordering. Pickup from the machines at the Parcel Point is available 24/7.

IKEA will inform the Customer via SMS when the product is ready for pickup. Along with this notification, IKEA will provide an access code that corresponds to a specific cabinet at the Parcel Point and is necessary for product pickup. In exceptional cases, the preparation time might be longer. The Customer is responsible for ensuring their mobile phone is accessible and capable of receiving SMS. It is the Customer's responsibility to provide the correct mobile number for receiving the access code via SMS. The system automatically sends SMS until the pickup is completed or the specified pickup time, i.e., 3 days, expires. The Customer must pick up the selected product within 3 days from the first SMS notification. If the Customer's order does not fit into one cabinet, IKEA may split the order and place it in multiple cabinets or offer store pickup during store hours. If the order is placed in multiple cabinets, IKEA will send a PIN code to the Customer, which will open the cabinets one after another. Product pickup does not include assembly or installation. The products come with a Hungarian-language user manual and assembly instructions. These guides are also available on the IKEA website.

Upon pickup, the Customer must carefully check the quantity and packaging integrity. In case of damaged packaging or missing items, the Customer must immediately notify IKEA customer service during store hours. If the Customer picked up the order outside store hours, they must contact the Company online via the [www.ikea.hu/contact](http://www.ikea.hu/contact) page no later than the next day after pickup. The Customer must accept damaged products or any missing items to initiate a complaint. Placing items at the Parcel Point is solely for delivering the ordered goods to the Customer and cannot be used for returning goods to IKEA (providing proof). If the Customer fails to pick up the product within the designated 3 days or at the specified time set by IKEA or does not exercise their right of withdrawal, IKEA has the right to exercise its right of withdrawal according to these Terms and Conditions. In this case, IKEA will refund the order amount to the Customer using the payment method used for the purchase.

The product can be picked up in person at the specified locations using the SMS code. The Customer is allowed to delegate a third party to pick up the product at their own risk. IKEA expressly disclaims responsibility for any abuse related to the transfer of rights or any misuse during product pickup. The Customer is responsible for handling the order confirmation and the access code for pickup confidentially, and it should only be made known to the person designated by the Customer for product pickup.

#### 4.4 PUSH Payment (Ordering Products by Phone)

The presentation of products on the [www.ikea.hu](http://www.ikea.hu) website is for informational purposes only. Ordering products and related services for these products via phone can be done. In the case of phone orders, the Customer can pay for the desired product(s) and the closely related service(s) exclusively through the payment link sent via email. The payment link directs the Customer to the website of IKEA's contracted partner. The



Customer can settle the payment for the ordered goods and related services through the payment link sent by IKEA via Global Payment, which directs to the Global Payment website (Global Payment Europe s.r.o Hungarian Branch Office, headquarters: 1117 Budapest, Október huszonharmadika utca 8-10).

IKEA confirms the order via email (first email). After payment, the Customer receives an immediate confirmation email regarding the payment.

The sent payment link is active for a specific period. If the Customer does not complete the payment within this time, the Company is unable to fulfill the order. In such cases, the Customer must contact IKEA Customer Service again and reorder the product or service, and the Customer must pay for the ordered goods again.

The Company reserves the right to limit the availability and quantity of certain goods/services that can be ordered by phone. The purchase contract is not concluded when the order is sent by the Customer, but rather when the Company confirms the successful payment and order via email after receiving the payment for the goods and services listed in the order. The mutual rights and obligations between the Customer and the Company arise with the final confirmation of the order by IKEA, which constitutes the sales contract and is an integral part of these Terms and Conditions, and the attached Terms and Conditions and the Company's complaint handling procedure in PDF format.

The concluded contract is documented, filed, and stored by the Company for the period prescribed by law to fulfill the obligations arising from faulty performance and to comply with the obligations stipulated by law. The language of the purchase agreement is Hungarian.

#### 4.5 Receipt of Goods at Pick-up Points Outside Budapest Area

During the Customer's order, they can choose to pick up the ordered products at a pick-up point outside the Budapest area (hereinafter referred to as "rural" pick-up point). The rural pick-up points are operated by IKEA's contracted partner, Gebrüder Weiss Logistics Transport Ltd.

Addresses of pick-up points:

GW Győr pick-up point (VGP Park)

9027 Győr, Körtefa Street 6.

Opening hours:

Tuesday to Friday: 11:00 AM–6:00 PM

GW Veszprém pick-up point

8200 Veszprém, Házgyári Street 18.

Opening hours:

Tuesday to Friday: 11:00 AM–6:00 PM

Saturday: 8:00 AM–1:00 PM

GW Polgár pick-up point

4090 Polgár, Hajdú Street 40. (Industrial Park)

Opening hours:

Tuesday to Friday: 11:00 AM–6:00 PM

GW Szeged pick-up point

6700 Szeged, Budapesti Road 34. SZILK

Opening hours:

Tuesday to Friday: 11:00 AM–6:00 PM

GW Zalaegerszeg pick-up point

8900 Zalaegerszeg, Ságodi Road 128.

Opening hours:

Tuesday to Friday: 11:00 AM–6:00 PM

GW Pécs pick-up point

7630 Pécs, Üszögi-kiserdő Street 2.

Opening hours:

Tuesday to Friday: 11:00 AM–6:00 PM

The current price list for this service is available on the IKEA website. The Customer must specify in their order which rural pick-up point they want to use, which will be considered as the place of delivery. On days when the IKEA store is closed (including public holidays, December 24th, and December 31st), the Customer can place orders online, but IKEA does not prepare the products for delivery to rural pick-up points on these days. The Customer needs to check the opening hours of the store/pick-up point before placing an order.

The Customer indicates the preferred day and time for pickup (estimated day of pickup), based on which IKEA informs the Customer of the day and time of pickup (delivery deadline). The Customer undertakes to ensure the pickup of the products on the specified day and time.

If the products are available, the delivery time is usually up to 7 days from the Order Confirmation. The delivery deadline is indicative. In exceptional cases or if the products are out of stock, the delivery deadline may be longer. If such a situation occurs, the Customer will be informed immediately, and IKEA excludes liability for any consequences resulting from the modification of the delivery deadline.

The Customer is obliged to pick up the products on the selected day and time unless IKEA informs the Customer in advance, in accordance with the provisions of these GTC, that pickup is possible at a different time. If the Consumer, or the non-consumer Customer, does not pick up the product on the designated day or time or within the following 3 business days (based on the opening hours of the pick-up point), or does not notify IKEA of any changes in the pickup time within 24 hours from the pickup date, and the Consumer has not exercised their right of withdrawal, IKEA may exercise its right of withdrawal in accordance with these GTC.

The Customer will receive a notification to the email address provided during the order process regarding the arrival of the product at the rural pick-up point.

The transfer of the product does not include assembly or installation. Along with the products, the Customer will receive usage and assembly instructions in Hungarian in the packaging. These instructions are also available on the e-shop website at [www.ikea.hu](http://www.ikea.hu).

Upon receipt, the Customer is obliged to carefully check the quantity and integrity of the packaging. In case of damaged packaging or missing items, the Customer must immediately inform IKEA's customer service during business hours. The Customer is required to note any damage or discrepancies in the number of items on the delivery note during pickup.

The placement of goods at the rural pick-up point serves the delivery of the ordered goods to the Customer and, if agreed in advance with the IKEA telephone customer service, the return of the goods to IKEA, or in the case of the 14-day right of withdrawal, the delivery of the product to the rural





pick-up point, which constitutes the return of the product to IKEA. For every complaint or notification of withdrawal, the products can only be delivered to the rural pick-up point if registered and given a case number by IKEA's telephone customer service. The Customer is entitled to return products purchased on [www.ikea.hu](http://www.ikea.hu) e-shop to the stores after the expiration of the 14-day deadline, within 365 days from the date of receipt, in accordance with IKEA's terms and conditions. Section 6 of the GTC contains consumer rights and warranty provisions.

The Customer is responsible for keeping the order confirmation and the order number related to the pickup confidential and for disclosing it exclusively to the person designated by them for product pickup in the order. IKEA expressly disclaims any responsibility for any abuse related to the transfer of rights or any abuse arising during the pickup of goods.

#### 4.6 Mobile Pickup Point:

The Customer can choose, during their order, which mobile pickup point (hereinafter "Mobile") outside Budapest they would like to pick up their ordered products. This service is only available for purchases from the Soroksári store's inventory. Mobile pickup points are operated by IKEA's contracted partner, Gebrüder Weiss Logistics Transport Ltd and Carry All Hungary Ltd. Mobile pickup point availability and opening hours:

Customers can choose the mobile pickup point all year round:

##### Debrecen:

4031 Debrecen, Kishegyési Road 1-11.  
GPS: 47.53050369645837, 21.608254627178578  
Opening hours: Wednesday: 16:00-18:00, Friday: 16:00-18:00.

##### Miskolc:

3527 Miskolc, Szentpéteri Kapu 103.  
GTC: 48.12478298356578, 20.785718360429005  
Opening hours: Wednesday: 16:00-18:00, Friday: 16:00-18:00.

##### Dunaújváros

2400 Dunaújváros, Aranyvölgyi út 6.  
GPS: 46.977295476929896, 18.923128040631592  
Opening hours: Wednesday: 10:00-12:00, Friday: 16:00-18:00

##### Hatvan

3000 Hatvan, Bibó István u. 1  
GPS: 47.67756350043371, 19.666956680782153  
Opening hours: Tuesday: 14:00-16:00  
Thursday: 13:00-15:00

##### Jászberény

5100 Jászberény, Nagykátai út 2/a.  
GPS: 47.490883866122395, 19.895760409649128  
Opening hours: Tuesday: 17:00-18:00  
Thursday: 11:00-12:00

##### Kecskemét

6000 Kecskemét, Talfája tanya 1.  
GPS: 46.93339302344752, 19.663628491666877  
Opening hours: Monday 16:00-18:00, Wednesday 13:00-15:00

##### Szolnok

5000 Szolnok, Téglagyári út 30.  
GPS: 47.1769652852981, 20.16599872862066  
Opening hours: Monday 14:00-15:30, Wednesday: 16:30-18:00

##### Székesfehérvár

8000 Székesfehérvár, Aszalvölgyi utca 1.  
GPS: 47.20857821516253, 18.42540905418542  
Opening hours: Wednesday, Friday: 13:00-15:00

##### Tatabánya

2800 Tatabánya, Bláthy Ottó utca 1.  
GPS: 47.57137842738347, 18.409738706537205  
Opening hours: Wednesday: 16:00-18:00, Friday: 10:00-12:00

##### Hatvan

3000 Hatvan, Bibó István u. 1

GPS: 47.67756350043371, 19.666956680782153  
Opening hours: Tuesday: 14:00-16:00  
Thursday: 13:00-15:00

##### Jászberény

5100 Jászberény, Nagykátai út 2/a.  
GPS: 47.490883866122395, 19.895760409649128  
Opening hours: Tuesday: 17:00-18:00  
Thursday: 11:00-12:00

##### Vác

2600 Vác, Deres u. 2.  
GPS: 47.75598559713343, 19.144002307520058  
Opening hours: Tuesday: 11:00-13:00  
Thursday: 16:00-18:00

##### Kaposvár

7400 Kaposvár, Berzsényi Dániel utca 13,  
Opening hours: Monday: 16:00 – 17:00  
Wednesday: 16:00 – 17:00

##### Szombathely

9700 Szombathely, Zanati út 70,  
Opening hours: Monday: 12:00 – 14:00  
Thursday: 15:00 – 17:00

##### Békéscsaba

5600 Békéscsaba, Szarvasi út 68,  
Opening hours: Monday: 15:00 – 16:00  
Wednesday: 15:00 – 16:00

##### Sopron

9400 Sopron, Ipar krt. 30,  
Opening hours: Wednesday: 16:00 – 18:00  
Friday: 13:00 – 15:00

##### Eger

3300 Eger, II. Rákóczi Ferenc u. 100,  
Opening hours: Wednesday és Friday: 14:00 – 15:00

##### Nyíregyháza

4400 Nyíregyháza, Pazonyi út 36,  
Opening hours: Tuesday: 16:00 – 18:00  
Thursday: 16:00 – 18:00

For Siófok and Balatonboglár, Customers can choose this service between May 19th and August 31st.

##### Siófok:

8600 Siófok, Vak Bottyán Street 27 (Tesco parking lot).  
GPS: 46.89269499407761, 18.057238598505375.  
Opening hours: Tuesday: 8:00-11:00, Friday: 12:00-15:00.

##### Balatonboglár:

8630 Balatonboglár, Klapka Street 30.  
GPS: 46.767668; 17.6533863; 17.  
Opening hours: Tuesday: 12:00-15:00, Friday: 8:00-11:00.

The current price list for this service is available on the IKEA website. The Customer is obliged to specify in their order which Mobile pickup point they want to use, which will be considered as the place of transfer. On days when the IKEA store is closed (including holidays and December 24th and 31st), the Customer can place orders online, but IKEA will not fulfill the preparation of the goods and their delivery to the rural Mobile pickup points on these days. The Customer will receive a notification to their provided email address about the arrival of the product to the Mobile Pickup Point. Product transfer does not include product assembly or installation. Customers will receive usage and assembly instructions in Hungarian in the packaging. These instructions are also available on the [www.ikea.hu](http://www.ikea.hu) website. Upon receipt, the Customer is obliged to carefully check the quantity and packaging integrity. In the case of damaged packaging or missing items, the Customer must immediately inform IKEA customer service during business hours. The Customer is obligated to pick up the products on the selected day and time, unless IKEA informs the Customer in advance, according to the provisions of these GTCs, that pick-up is possible at a different time. If the Consumer or the Customer who is not a Consumer does not pick up the product at the time of arrival at the pick-up point or within 24 hours from the time of



receipt of the product, and the Consumer does not exercise the right of withdrawal, or does not inform IKEA of any changes in the pick-up time in accordance with these GTCs, then in this case IKEA is entitled to exercise its right of withdrawal in accordance with these GTCs. The delivery of goods to a Mobile pickup point serves the purpose of delivering the ordered goods to the Customer.

The Customer is entitled to return products purchased on the [www.ikea.hu](http://www.ikea.hu) website to IKEA stores within 365 days from the last product pickup, subject to IKEA's terms and conditions. Section 6 of the GTC contains consumer rights and warranty provisions. The Customer is responsible for keeping the confirmation of the order and the order number associated with the pickup confidential and may only notify or pass it on to the person designated by them for product pickup. IKEA expressly excludes liability for any abuse related to the transfer of rights or any abuse that may arise during the receipt of goods.

#### **4.7. Parcel Pickup**

##### **4.7.1. DPD Parcel Pickup:**

Parcel pickup points are operated by IKEA's contracted partner, DPD Logistics Ltd. During their order, the Customer can choose from the offered options where they want to pick up the ordered products at a DPD parcel pickup point (hereinafter "DPD Parcel Point").

The contact details of the service provider and DPD Parcel Points are available on the provider's website and on the IKEA website at the time of ordering.

The current price list for the service is available on the IKEA website.

IKEA's system automatically offers the parcel delivery option if it meets the conditions posted on the website.

In the case of parcel delivery, the parameters posted on [www.ikea.hu](http://www.ikea.hu) are relevant:

The Customer must specify during their order at which DPD Parcel Point they want to pick up the ordered products, which will be considered as the place of transfer. During the order process, the system offers the most optimal pickup point based on the postal code provided by the Customer. The Customer can change this if another pickup point belongs to the specified postal code.

On days when the IKEA store is closed (including holidays and December 24th and 31st), the Customer can place orders online, but IKEA will not fulfill the preparation of the goods and their delivery to DPD parcel points on these days. The Customer must check the opening hours of the store/DPD parcel point before starting the order.

The Customer will receive notifications to the provided email address about the departure of the parcel, the arrival of the product at the DPD Parcel Point, and the pickup.

Upon pickup, the Customer is obliged to carefully check the integrity of the packaging. In the case of damaged packaging or missing items, the Customer must immediately inform IKEA customer service during business hours.

The record of deficiencies or damage to the shipment does not constitute an automatic claim. The Customer is entitled to compensation for any damage that occurred during the period until the shipment was handed over to the Customer. The Customer is obligated to pick up the products on the selected day and time, unless IKEA/DPD informs the Customer in advance, in accordance with these GTCs, that pickup is possible at a different time.

If the Consumer, or the Customer who is not a Consumer, does not pick up the product within 7 days from its arrival at the pickup point and the Consumer does not exercise the right of withdrawal or does not inform IKEA about any changes in the pickup time within 24 hours from the time of pickup, then in this case IKEA is entitled to exercise its right of withdrawal in accordance with these GTCs.

The transfer of the product does not include product assembly or installation. Customers will receive usage and assembly instructions in Hungarian in the packaging. These instructions are also available in the e-shop under [www.ikea.hu](http://www.ikea.hu).

The pickup of goods at a DPD parcel point serves the purpose of delivering the ordered goods to the Customer. The Customer is entitled to return products purchased on the [www.ikea.hu](http://www.ikea.hu) e-shop to IKEA stores within 365 days from the last product.

##### **4.7.2. Collect at "Magyar postal" offices**

Parcel pickup points are operated by IKEA's contracted partner, Magyar Posta Ltd. During their order, the Customer can choose from the offered options where they want to pick up the ordered products at a Magyar Posta office (hereinafter "MPL Office").

The contact details of the service provider and MPL Office are available on the provider's website and on the IKEA website during the ordering process.

The current price list for the service is available on the IKEA website.

IKEA's system automatically offers the Collect at "Magyar postal" offices option if it meets the conditions posted on the website.

In the case of parcel delivery, the parameters posted on [www.ikea.hu](http://www.ikea.hu) are relevant.

The Customer must specify during their order at which MPL Office they want to pick up the ordered products, which will be considered as the place of transfer. During the order process, the system offers the most optimal pickup point based on the postal code provided by the Customer. The Customer can change this if another pickup point belongs to the specified postal code.

On days when the IKEA store is closed (including holidays and December 24th and 31st), the Customer can place orders online, but IKEA will not fulfill the preparation of the goods and their delivery to MPL Office on these days. The Customer must check the opening hours of the store/MPL Office before starting the order.

The Customer will receive notifications to the provided email address about the handover of the parcel, the arrival of the product at the MPL Office.

Upon pickup, the Customer is obliged to carefully check the integrity of the packaging. In the case of damaged packaging or missing items, the Customer must immediately inform IKEA customer service during business hours.

The record of deficiencies or damage to the shipment does not constitute a claim. The Customer is entitled to compensation for any damage that occurred during the period until the shipment was handed over to the Customer. The Customer is obligated to pick up the products.

If the Consumer, or the Customer who is not a Consumer, does not pick up the product within 10 working days from its arrival at the pickup point and the Consumer does not exercise the right of withdrawal then in this case IKEA is entitled to exercise its right of withdrawal in accordance with these GTCs.

The transfer of the product does not include product assembly or installation. Customers will receive usage and assembly instructions in Hungarian in the packaging. These instructions are also available on the website under [www.ikea.hu](http://www.ikea.hu).

The pickup of goods at a MPL Office serves the purpose of delivering the ordered goods to the Customer. The Customer is entitled to return products purchased on the [www.ikea.hu](http://www.ikea.hu) website to IKEA stores within 365 days from the last product's arrival.

#### **5. Payment Terms**

During their online order, the Customer can settle the purchase price, as well as the costs of delivery and other related services, using a bank card,



IKEA Gift Card/Credit Card (which have PIN codes). The Customer can use VISA, MasterCard/Maestro, and AMEX type bank cards, as well as the PayPal payment option for payment.

In the case of card payment, the handling company is as follows:

Raiffeisen Bank Zrt.

(Registered office: Hungary, 1133 Budapest, Váci út 116-118., company registration number: Budapest Metropolitan Court Company Registry Court, Cg. 01-10-041042)

Paypal

(Registered office: PayPal (Europe) S.à r.l. et Cie, S.C.A. 22-24 Boulevard Royal L-2449 Luxembourg, company registration number: R.C.S. Luxembourg B 118 349)

The data provided during payment is not stored by the IKEA webshop; it is managed by the respective payment processing company, and the data protection regulations of the financial service providers apply in these cases.

The prices, pickup, and delivery costs specified in the order confirmation are final and include VAT and other costs. The Customer is not obliged to pay any additional fees unless these GTCs regulate them.

An electronic invoice will be issued for the purchase, and the Customer will receive notification of the invoice issuance at the email address provided during the purchase.

The Customer will receive the invoice from the email address szamla@szamlakozpont.hu, which is sent by IKEA's contracted partner. It is essential for the Customer to always check the Spam/Junk folder!

In the case of push payment purchases, IKEA sends the invoice to the Customer by postal mail.

IKEA reserves the right to make modifications on the [www.ikea.hu](http://www.ikea.hu) website, including changes in prices. The valid purchase price and delivery/service charge posted at the time of ordering apply to the contract.

The purchase price of promotional or discounted products or products displayed on the [www.ikea.hu](http://www.ikea.hu) website is valid for the quantity or duration of the promotion or while supplies last.

## 6. Consumer Rights and Warranty Provisions

### 6.1 Right of Withdrawal for Customers Qualifying as Consumers

In accordance with Government Decree No. 45/2014 (II. 26.), a Customer qualifying as a Consumer has the right to withdraw from the contract without giving any reason within 14 days of receiving the products or in the case of the purchase of several products or multiple items, within 14 days of receiving the last product or item. The Customer is also entitled to withdraw the offer for the contract. The withdrawal can be notified by the Customer via the information line at (36) 1 808 9230, in person at any IKEA store, through the Reclamation Form, or by letter. If the business sells goods in a store as well, and the Customer exercises their right of withdrawal in person at the business's store, they are entitled to return the goods to the business at the same time. However, the Customer is not obliged to use the withdrawal declaration form provided by the Government Decree. The form template is attached as Appendix 4 to the order confirmation.

If a Customer qualifying as a Consumer decides to withdraw within the specified deadline, IKEA is obliged to refund the full amount paid (the purchase price and the preparation and delivery fee, or storage fee, if charged) to the Consumer within 14 days at the latest. IKEA will refund the amount using the same payment method used by the Consumer unless otherwise agreed upon by explicit consent of the Consumer, without any additional cost to the Consumer.

If the Consumer withdraws from the contract only partially, IKEA will refund the purchase price of the returned products but not the preparation or delivery fee if applicable to the non-affected products.

IKEA will only make a refund after the products have been returned by the Consumer or after the Consumer has proven beyond doubt that the products have been returned.

In the case of withdrawal, the Consumer must return the product immediately, but no later than within 14 days from the notification of withdrawal, to any IKEA store. The return is considered timely if the Consumer sends or hands over the product before the 14-day deadline expires. Placing the products in an IKEA store Csomagpont (Parcel Point) by the Consumer (or failure to pick up the product placed in the Csomagpont) does not constitute the return of the product by IKEA or confirmation of the return by the Consumer and cannot be automatically used as proof of return of the product by the Consumer.

In case of withdrawal, the Consumer bears the direct cost of returning the product, in accordance with Section 24 (2) of Government Decree No. 45/2014 (II. 26.). The Consumer is responsible only for any depreciation of the product resulting from the handling of the product beyond what is necessary to establish the nature, characteristics, and functioning of the product. In such a case, IKEA reserves the right to offset its claim for compensation for the decrease in value of the products against the Consumer's claim for a refund of the purchase price.

The Consumer is not entitled to withdraw from the contract in the cases specified in Section 29 (1) of Government Decree No. 45/2014 (II. 26.). Therefore, the Consumer is not entitled to withdraw from the contract for:

Sealed products that are not suitable for return due to health or hygiene reasons if their packaging is opened after delivery.

Products that have been produced according to the Consumer's instructions or at the Consumer's explicit request, or in the case of products that have been clearly personalized for the Consumer.

### 6.2 Product Returns Within 365 Days

The Customer is entitled to return products purchased on the [www.ikea.hu](http://www.ikea.hu) website to IKEA within 365 days of the last product pickup, in accordance with IKEA's conditions. Additionally, the Customer can return the product to rural pickup points within the 365-day considered purchase period, the details of which can be found in IKEA's exchange policy (see Annex 3). The Customer must notify their intention to return via phone/email/chat to IKEA's customer service, and provide the product at the rural pickup point in its original packaging, along with the received identification number.

### 6.3 Complaint Handling

IKEA Lakberendezési Kft. handles all complaints in accordance with IKEA's Complaint Handling Regulations. In the case of a complaint, the Customer can contact IKEA as follows:

Customer Service Address:

2040 Budaörs, Sport utca 2-4 (Budaörs store)

1148 Budapest, Örs vezér tere 22 (Budapest store)

1239 Budapest Soroksár, Vecsési út, hrsz.: 195836/32 (Soroksár store)

Postal Address: 1148 Budapest, Örs vezér tere 22.

Phone: (36) 1 808 9230

Email: Complaint Form

Website: [www.ikea.hu](http://www.ikea.hu)

### 6.4 Supplementary Warranty, Product Liability, and Guarantees

IKEA is subject to mandatory warranty obligations for consumer goods listed in the regulation 151/2003 (IX.22.) of the Government. In the case of mandatory warranties, the duration depends on the selling price as outlined in Government Decree 151/2003 (IX.22): for products sold at a price exceeding HUF 10,000 but not exceeding HUF 250,000, the warranty period





is 2 years; for products sold at a price exceeding HUF 250,000, the mandatory warranty period is 3 years, and this longer period applies in such cases. IKEA also offers voluntary guarantees as specified in its guarantee declaration for products purchased within the framework of consumer contracts. Customers can find information about warranty terms on the website. The warranty period starts on the day the product is received by the Customer, or if the product is installed by the business or its representative, on the day of installation. If the consumer does not commission the product within 6 months of receipt, the warranty period starts on the day of product receipt. The warranty does not affect the consumer's statutory rights. Detailed terms and conditions for supplementary warranty, product liability, and guarantees are available in Appendix 2, but can also be found in the informative document accessible at the following link: <https://www.ikea.com/hu/hu/customer-service/returns-claims/return-policy/>.

## 7. IKEA's Right to Withdraw from the Contract

IKEA has the right to withdraw from the contract before delivering the product to the customer if the production or sale of the products ceases, or due to technical reasons affecting inventory data, or after delivery if the product is recalled from the market due to quality or manufacturing defects. IKEA is also entitled to withdraw from the contract if the customer, on the selected day of receipt, the selected day of delivery, or within the time specified in this GTC, does not accept the ordered products and the consumer has not exercised their rights specified in Section 6.1. In case IKEA exercises the right of withdrawal, it is obliged to inform the customer immediately. In the event of withdrawal, IKEA is obliged to refund the purchase price (as well as the picking, delivery, and storage fees if charged) as soon as possible. IKEA has the right to withdraw from the sales contract with the customer if the customer's declarations under Section 1.1 of these General Terms and Conditions prove to be untrue or if justified doubts arise about their accuracy or completeness regarding the duration or completeness of the declarations. The Company reserves the right to suspend the fulfillment of the order and the delivery of the product(s) to the customer until doubts regarding the accuracy or completeness of the customer's declarations under Section 1 of these General Terms and Conditions are clarified.

## 8. Information Regarding Data Processing

The controller of personal data is IKEA Lakberendezési Kft. The legal basis for data processing is the contract, the fulfillment of the order, and the investigation of any claims or demands arising from defective performance, for the time necessary to fulfill the above obligations. The legal basis for data processing is also the performance of the Company's legal obligations as provided by law for the purposes and periods specified therein, to the extent that specific legislation requires the processing of certain data (e.g., for tax and accounting purposes). The provision of data is necessary for the performance of contractual obligations between the parties; however, if the customer does not provide personal data, the order cannot be fulfilled. The recipients of the data are the contractual partners and service providers of the data controller who are involved in the fulfillment of the order and in complaint handling. The customer has the right to access their data, the right to rectify or erase their data, the right to restrict data processing, the right to data portability, and the right to object to data processing (if the data processing is based on the legitimate interest of the Company). The Company may ask customers to provide feedback via SMS, email, or telephone regarding their satisfaction with the service received and how the Company handles any customer complaints. If a customer is not satisfied with the service received, the Company may contact them again to request more information so that the Company can adequately inform the service provider and improve the quality of the service. The Company retains the personal data of customers for customer satisfaction surveys for 1 year, and the legal basis for data processing is the legitimate interest of the Company. The service necessary for the satisfaction survey is provided by the data controller's contractual partner. Rights related to data processing can be exercised by contacting IKEA at the contact details provided in these General Terms and Conditions. The general data processing information is available on the IKEA website at the following link: Data Processing Information – IKEA. The IKEA Data Processing Policy is available at the following address: <https://www.ikea.com/hu/hu/customer-service/privacy-policy/>.

Cookies

No separate registration is required for online shopping. When the customer first logs in to the website, they will be informed about the types of cookies and their use. IKEA's cookie policy can be found at the following link: <https://www.ikea.com/hu/hu/customer-service/cookie-policy/>.

## Contact Information of the Data Controller

Customers can send letters to IKEA Lakberendezési Kft., GDPR, at 1148 Budapest, Őrs vezér tere 22., or send an email to [data.privacy.hu@ikea.com](mailto:data.privacy.hu@ikea.com). In case of data processing issues, customers can file a complaint with the National Data Protection and Freedom of Information Authority, whose address and contact information can be found on the following page: <https://naih.hu> and [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu).

## 9. Disclaimer

IKEA is not responsible for damages arising from the use or operation of the website or for any of the following reasons, for any reason whatsoever: failure of data sent and/or received via the internet; operational faults of the internet network preventing the performance of this contract; malfunction of receiving devices or communication lines; loss of any content or data; malfunction of any software or website; program errors; consequences of extraordinary events or technical errors, including force majeure; and the fees of the customer's internet service provider. While we have carefully checked the prices listed on the website, we reserve the right to change prices or make other modifications due to any obvious errors resulting from calculations, editing, or typing.

Please note that this translation is provided for informational purposes, and the official documents on the IKEA website should be consulted for a comprehensive understanding of your rights and responsibilities as a customer.

## 10. Final Provisions

These General Terms and Conditions are governed by the laws of Hungary.

In case of consumer complaints, the Consumer may turn to the following authorities:

### Government Office of the Capital City of Budapest

#### Consumer Protection Department

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

Phone: +36 1 450 2598

Email: [fogyasztovedelem@bfkh.gov.hu](mailto:fogyasztovedelem@bfkh.gov.hu)

### Government Office of Pest County

#### Consumer Protection Department

Address: 1088 Budapest, József krt. 6.

Phone: +36 1 459 4843

Email: [fogyved@pest.gov.hu](mailto:fogyved@pest.gov.hu)

For further contact information and more details, please visit: [https://fogyasztovedelem.kormany.hu/#/fogyasztovedelmi\\_hatosag](https://fogyasztovedelem.kormany.hu/#/fogyasztovedelmi_hatosag)

The Consumer may also file a complaint with the **National Media and Infocommunications Authority** ([www.nmhh.hu](http://www.nmhh.hu)).

Disputes arising from online orders between the Company and the Consumer, who qualifies as a consumer, can also be settled out of court. Such out-of-court dispute resolution is within the competence of Conciliation



Bodies. The IKEA shall cooperate in the procedure before the conciliation body.

The Conciliation Body competent according to the registered office of IKEA:

**Budapest Conciliation Board**

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

Mailing address: 1253 Budapest, Pf.: 10

Email: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu)

Phone: +36 1 488 21 31

Website: [www.bekeltet.bkik.hu](http://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](mailto:pmbekelteto@pmkik.hu)

Phone: +36 1 792 7881

Website: [www.pestmegyeibekelteto.hu](http://www.pestmegyeibekelteto.hu)

A list of other conciliation bodies can be found in Appendix 2, or at the following link: <http://fogyasztovedelem.kormany.hu/>

Dispute resolution can also be initiated through the Online Dispute Resolution website (<https://webgate.ec.europa.eu/odr>). Regarding the protection of personal data, the supervisory authority for compliance with legal requirements is the National Authority for Data Protection and Freedom of Information ([www.naih.hu](http://www.naih.hu)).



## Appendix

### Appendix 1 – List of Products Not Available for Online Ordering

The following products listed cannot be ordered through the e-shop:

- Green (live) plants
- Eastern carpets
- Textile fabrics (except pre-cut products)
- Products with different colors but the same item number
- Limited collections, available only in specific stores or country-specific products
- Christmas or summer seasonal products
- Custom-made products
- Discontinued products
- Food and beverages
- Products excluded by law

### Appendix 2 – Information on Statutory Warranty, Product Warranty, and Guarantee

#### 1. Statutory Warranty

Under what circumstances can you exercise your statutory warranty rights?

In the event of IKEA's defective performance, you can assert warranty claims against the company in accordance with the Civil Code (Ptk.), as well as other applicable laws, including, for example, the rules of Government Regulation No. 373/2021 (VI.30.) (Government Regulation), which must be applied collectively.

What rights do you have under statutory warranty claims?

You can exercise the following statutory warranty claims at your discretion:

You can request repair or replacement unless the fulfillment of your chosen claim is impossible or would involve a disproportionate additional cost to IKEA compared to other claims. If you did not request or could not request repair or replacement, you can demand a proportionate reduction of the consideration or you can repair the defect at IKEA's expense, or, in the final instance, withdraw from the contract.

You are also entitled to demand a reduction in the consideration or the termination of the sales contract, depending on the seriousness of the breach, even outside the two-year limitation period, within one year of the date of fulfillment, if IKEA did not perform the repair or replacement, or if it performed it in part or in full, but failed to fulfill its own obligation to take back the replaced item at its own expense as specified in the Government Regulation, or refused to make the item compliant with the contract, or a repeated performance error occurred, despite IKEA's attempts to make the item compliant with the contract, or if it is clear from the circumstances that IKEA will not make the item compliant with the contract within a reasonable period without causing significant inconvenience to you. The reasonable deadline for the repair or replacement of the item must be calculated from the date when you notified IKEA of the defect. There is no right to withdraw from the contract due to a minor defect, but IKEA must prove that the defect is minor. In the case of withdrawal, IKEA must refund the purchase price immediately.

We would like to inform you that in the case of a contract for the provision of goods considered movable property digital content services or digital services, you cannot correct the defect at your own expense or have it corrected by someone else as part of exercising your statutory warranty rights.

If, due to a product defect, the consumer asserts a claim for replacement within 3 working days from the purchase (commissioning), IKEA cannot refer to disproportionate additional costs under Section 6:159 (2) (a) of Act V of 2013 of the Civil Code, but must replace the consumer product if the defect prevents its intended use. IKEA shall provide for the return of the replaced product at its own expense. If repair or replacement requires the removal of a product that has been put into operation in accordance with its nature and purpose - before the defect becomes apparent - the obligation to repair or replace shall include the removal of the defective product and the installation of the replaced or repaired product, or the cost of removal and installation. You may switch to another statutory warranty claim, but you shall bear the cost of switching unless it was justified, or IKEA gave cause for it.

In what time frame can you assert your statutory warranty claim?

You are obliged to notify the defect immediately after its discovery, but no later than within two months from the discovery of the defect. However, you may not enforce your warranty rights beyond a limitation period of one year from the performance of the contract, or two years in the case of a Consumer contract. For used products transferred under a Consumer contract, this period is a maximum of one year.

Against whom can you assert your statutory warranty claim?

You can assert your statutory warranty claim against IKEA. You can exercise your decision to terminate the contract by submitting a declaration of intent addressed to IKEA Lakberendezési Kft.

Are there any other conditions for asserting your statutory warranty rights?



Within one (1) year from fulfillment, there are no other conditions for asserting your statutory warranty rights besides reporting the defect. After one (1) year from fulfillment, you are required to prove that the defect was present at the time of fulfillment.

### **Product Warranty**

*In what cases can you exercise your product warranty rights?*

In the event of a defect in a movable good (hereinafter referred to as "product" for the purposes of this section), you may, at your discretion, enforce the rights specified in point 1 or a product warranty claim according to the rules of the Civil Code.

*What rights do you have based on your product warranty claim?*

As a product warranty claim, you can request the repair or replacement of the defective product.

*Against whom can you enforce your product warranty claim?*

You can exercise your product warranty rights against the manufacturer or distributor of the product (hereinafter collectively referred to as "manufacturer").

*In what case is the product considered defective?*

The product is considered defective if it does not meet the quality requirements in effect at the time it was placed on the market, or if it does not have the characteristics described by the manufacturer.

*Within what time frame can you enforce your product warranty claim?*

You can enforce your product warranty claim within two years from the date the product was placed on the market by the manufacturer. After this period, you lose this right.

*What proof rules apply when enforcing a product warranty claim?*

When enforcing a product warranty claim, you must prove that the defect existed at the time the product was placed on the market by the manufacturer.

*In what case is the manufacturer exempt from product warranty obligations?*

The manufacturer is exempt from product warranty obligations if they can prove that:

- they did not manufacture or distribute the product within the scope of their business activities, or
- the defect was not detectable at the time of placing the product on the market according to the state of science and technology, or
- the defect in the product results from the application of a law or a mandatory regulatory requirement.

The manufacturer needs to prove only one of these reasons to be exempt.

Please note that you may enforce both a warranty claim against the business and a product warranty claim against the manufacturer for the same defect simultaneously. In the event of a successful product warranty claim, you can only enforce your warranty claim regarding the replaced product or the repaired part of the product against the manufacturer in the future.

(If the business is required to provide a warranty based on law, contract, or a unilateral legal declaration, the inclusion of the following point 3 in the notice is also necessary:)

### **Warranty**

IKEA Lakberendezési Kft. (1148 Budapest, Örs vezér tere 22.) is subject to statutory warranty obligations for products sold within the framework of consumer contracts, as specified in Government Decree 151/2003 (IX. 22.) (mandatory warranty).

According to the Government Decree, the mandatory warranty period is as follows:

- a) two (2) years for products with a sales price exceeding HUF 10,000 but not exceeding HUF 250,000,
- b) three (3) years for products with a sales price exceeding HUF 250,000.



In the case of the repair of a consumer good, the warranty period is extended by the duration during which the consumer could not use the consumer good as intended due to the defect, starting from the day it was handed over for repair. Failure to meet these deadlines results in the loss of rights.

In case of a valid complaint made during the mandatory warranty period, you can request repair, replacement, or a price reduction, or you can withdraw from the purchase.

The warranty period begins on the day of product delivery or, if the product's installation is performed by IKEA or its authorized representative, on the day of installation.

If the installation by the consumer is done more than six months after the purchase, the starting date of the warranty period will be the day of the product's delivery.

If it is determined during the first repair attempt within the warranty period that the consumer good is not repairable, unless the consumer specifies otherwise, IKEA will replace the consumer good within eight days. The consumer good is identified by its IKEA article number, so replacement is only possible for a product with the same article number.

If replacement is not possible, IKEA is obliged to refund the purchase price indicated on the warranty card, or in the absence thereof, on the receipt or invoice presented by the consumer proving the payment for the consumer good - issued in accordance with the law on value-added tax - within eight days.

If the consumer good breaks down again after three repairs within the warranty period – unless the consumer specifies otherwise – and if the consumer does not request a proportionate reduction of the purchase price based on section 6:159 (2) b) of Act V of 2013 of the Civil Code, IKEA will replace the consumer good within eight days.

If replacement is not possible, IKEA is obliged to refund the purchase price indicated on the receipt or invoice - issued in accordance with the law on value-added tax - presented by the consumer within eight days.

If the consumer good is not repaired within thirty days from the date of notification of the repair request to IKEA – unless the consumer specifies otherwise – IKEA will replace the consumer good within eight days following the unsuccessful expiration of the thirty-day period.

If replacement is not possible, IKEA is obliged to refund the purchase price indicated on the receipt or invoice - issued in accordance with the law on value-added tax - presented by the consumer within eight days following the unsuccessful expiration of the thirty-day repair period.

For products covered by a mandatory warranty, the enforcement of the warranty claim is not conditional on retaining the packaging.

If the product cannot be repaired, IKEA will inform the consumer.

If the product breaks down for the fourth time after three repairs, or if it cannot be repaired within 30 days, IKEA will replace it.

In the case of replacement, the warranty period starts anew for the replaced product. In the case of repair, only new parts can be installed, and the warranty period is extended by the time the consumer was unable to use the product as intended due to the defect, starting from the day the product was handed over for repair.

The costs related to fulfilling the warranty obligation are borne by IKEA.

For fixed-installation products, or products weighing more than 10 kg, or products that cannot be transported as hand luggage on public transport, repair must be carried out at the installation site. If the repair cannot be performed at the installation site, IKEA will take care of the disassembly, reassembly, and transportation. The warranty does not affect the consumer's statutory warranty and other rights.

*Under what circumstances can you exercise your warranty rights?*

In case of defective performance based on legislation and/or warranty-generating declaration (to be underlined as appropriate), you can assert your warranty claim according to the rules of the Civil Code.

*What rights are you entitled to under warranty based on legislation?*

For durable consumer goods falling under the product categories specified in the ministerial decree on the designation of durable consumer goods (hereinafter: consumer goods), you can assert your rights as specified in point 1 due to defective performance, subject to the conditions laid down in the government decree on mandatory warranty for individual durable consumer goods.

*What additional entitlements do you have under warranty based on legislation?*

For consumer goods, during the warranty period, you may primarily request repair. Replacement is permissible after the first repair attempt if it is determined that the consumer good cannot be repaired and you do not request fulfillment of another claim. You can also request replacement if the repair is not carried out within thirty days following notification of the repair request. The request for replacement is also justified if the consumer good fails again after three repair attempts during the warranty period, provided that you do not request fulfillment of another claim. If replacement is not possible in these cases, you are entitled to request a refund of the purchase price.

*Under what conditions can warranty claims be asserted?*

You may exercise your warranty rights with the warranty certificate provided to you; irregular issuance or non-provision of the warranty certificate does not affect the





validity of the warranty. In case the warranty certificate is not provided, the conclusion of the contract must be considered proven if you present proof of payment. The fulfillment of warranty claims does not require the return of the unpacked packaging of the consumer good.

*What additional requirements can be imposed as conditions for exercising warranty rights?*

Specific requirements (such as periodic inspection) may be required to ensure proper installation or maintenance of the consumer good if such installation or maintenance cannot be otherwise ensured and the requirement does not impose disproportionate burden on the consumer.

*I. When is the business exempt from warranty obligations?*

IKEA is exempt from warranty obligations only if it can prove that the cause of the defect arose after performance.

Please note that you can assert warranty claims and product warranty claims simultaneously for the same defect. However, if you successfully assert a claim arising from defective performance for a specific defect (for example, if the business replaces the product), you cannot claim the same defect under a different legal basis again."

#### **4. Terms and Conditions of Voluntary Warranty Provided by IKEA**

IKEA provides voluntary warranty according to the conditions stated in its warranty declaration for new products purchased in Hungary under a consumer contract, except for those for which IKEA has published different warranty conditions or where IKEA does not assume warranty obligations.

For products purchased within a consumer contract and covered by the Bútormentő Pont, the voluntary warranty is 2 years, except for defects for which a price reduction has been established.

The following products are covered by a 12-month warranty: light bulbs, plants, batteries.

In the case of a legitimate claim made during the warranty period, repair, replacement, or price reduction can be requested, or the Customer can withdraw from the purchase.

The warranty period begins on the day of product delivery or, if the product is commissioned by IKEA or its authorized representative, on the day of commissioning.

If the Customer commissions the commissioning more than six months after the purchase, the starting point of the warranty period will be the day of handover to the Customer.

If it is determined during the first repair of the consumer item that the consumer item cannot be repaired, in the absence of different provisions of the Customer, IKEA will replace the consumer item within eight days.

If the repair or replacement of the product exceeds fifteen days, IKEA must inform the Customer about the expected duration of the repair or replacement.

If replacement is not possible, IKEA will refund the purchase price within eight days.

If, during the warranty period, the consumer item fails again after three repairs, and if, in the absence of different provisions of the Customer under Section 6:159 (2) b) of Act V of 2013 of the Civil Code, the Customer does not request a proportionate reduction of the purchase price, and the Customer does not wish to have the consumer item repaired or repaired at the expense of IKEA, IKEA will replace the consumer item within eight days. If replacement is not possible, IKEA will refund the purchase price within eight days.

In the case of warranty, in the event of a legitimate claim, IKEA will replace or repair the defective product within 3 working days from the date of purchase. If the product cannot be repaired within 15 days, IKEA will inform the Customer about it. If the product fails again after three repairs or cannot be repaired within 30 days, IKEA will replace it. In the case of replacement, the warranty period restarts for the replaced product. In the case of repair, only new parts can be used, and the warranty period is extended from the date of delivery of the product for repair for the time the Customer could not use the product for its intended purpose due to its defect.

The costs related to the performance of the warranty obligation shall be borne by IKEA.

Products weighing more than 10 kg that are not hand-carried on public transport or are permanently installed must be repaired at the place of operation. If repair is not possible at the place of operation, IKEA will take care of disassembly and reassembly, as well as transportation to and from the place of operation. The voluntary warranty does not affect the Customer's statutory warranty and other rights.

The warranty does not apply to defects and damages resulting from improper use. It cannot be enforced if the indoor product was kept outdoors or in a damp environment. The products are suitable for indoor use unless otherwise indicated on the packaging or in the product description. Food is subject to the statutory warranty period. For further questions, you can contact IKEA customer service in writing (Mailing address: 1148 Budapest, Örs vezér tere 22.) or in person:

1148 Budapest, Örs vezér tere 22. (Budapest store),

2040 Budaörs, Sport u. 2-4. (Budaörs store),

1239 Budapest, XXIII. Vecsési út, lot number: 195836/32. (Soroksár store),

as well as by phone: (36) 1 808 9230, and through the Complaint Form.

If you do not receive a satisfactory response to your feedback, you can file further complaints with the following dispute resolution bodies:

In the case of Customer complaints:



**Budapest Capital Government Office****Consumer Protection Department**

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

Phone: +36 1 450 2598

Email: [fogyasztovedelem@bfkh.gov.hu](mailto:fogyasztovedelem@bfkh.gov.hu)

**Pest County Government Office****Consumer Protection Department**

Address: 1088 Budapest, József krt. 6.

Phone: +36 1 459 4843

Email: [fogyved@pest.gov.hu](mailto:fogyved@pest.gov.hu)

For additional contact information and more information: [https://fogyasztovedelem.kormany.hu/#/fogyasztovedelmi\\_hatosag](https://fogyasztovedelem.kormany.hu/#/fogyasztovedelmi_hatosag)

The Customer can also file a complaint with the **National Media and Infocommunications Authority** ([www.mhh.hu](http://www.mhh.hu)).

Disputes between the Company and the Customer, who is considered a consumer, arising from online orders can also be settled out of court. Such out-of-court settlements are the responsibility of the Conciliation Bodies. In proceedings before the conciliation body, IKEA has an obligation to cooperate.

Out-of-Court Resolution of Consumer Disputes between the Company and Customers Qualifying as Consumers Arising from Orders Placed Online

Consumer disputes between the Company and customers qualifying as consumers arising from orders placed online can also be resolved out of court. Out-of-court dispute resolution is within the jurisdiction of Arbitration Boards. In proceedings before the Arbitration Board, IKEA has an obligation to cooperate.

Arbitration Board with jurisdiction at the registered office of IKEA:

**Budapest Conciliation Board**

Address: 1016 Budapest, Krisztina krt. 99. 1st floor 111.

Mailing address: 1253 Budapest, Pf.: 10

Email: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu)

Phone: +36 1 488 21 31

Website: [www.bekeltet.bkik.hu](http://www.bekeltet.bkik.hu)

**Pest County Conciliation Board**

Address: 1055 Budapest, Balassi Bálint utca 25. 4th floor 2.

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

Email: [pmbekelteto@pmkik.hu](mailto:pmbekelteto@pmkik.hu)

Phone: +36 1 792 7881

Website: [www.pestmegyeibekelteto.hu](http://www.pestmegyeibekelteto.hu)

A list of other arbitration boards can be found below or at the following link: <http://fogyasztovedelem.kormany.hu/>

Online dispute resolution can also be used for dispute resolution (<https://webgate.ec.europa.eu/odr>) concerning personal data protection, the supervisory authority for compliance with legal requirements is the National Data Protection and Freedom of Information Authority ([www.naih.hu](http://www.naih.hu)).



**Budapest Conciliation Board**

Address: 1016 Budapest, Krisztina krt. 99. 1st floor 111.

Mailing address: 1253 Budapest, Pf.: 10

Email: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu)

Phone: +36 1 488 21 31

Website: [www.bekeltet.bkik.hu](http://www.bekeltet.bkik.hu)

**Pest County Conciliation Board**

Address: 1055 Budapest, Balassi Bálint utca 25. 4th floor 2.

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

Email: [pmbekelteto@pmkik.hu](mailto:pmbekelteto@pmkik.hu)

Phone: +36 1 792 7881

Website: [www.pestmegyeibekelteto.hu](http://www.pestmegyeibekelteto.hu)

**Baranya County Conciliation Board**

Address: 7625 Pécs, Majorossy I. u. 36.

Mailing address: 7625 Pécs, Majorossy I. utca 36.

Email: [info@baranyabekeltetes.hu](mailto:info@baranyabekeltetes.hu)

Phone: +36 72 507 154 / +36 20 283 3422

Website: [www.baranyabekeltetes.hu](http://www.baranyabekeltetes.hu)

**Borsod-Abaúj-Zemplén County Conciliation Board**

Address: 3525 Miskolc, Szentpáli u. 1.

Mailing address: 3525 Miskolc, Szentpáli u. 1.

Email: [bekeltetes@bokik.hu](mailto:bekeltetes@bokik.hu)

Phone: +36 46 501 090 / +36 46 501 871

Website: [www.bekeltetes.borsodmegye.hu](http://www.bekeltetes.borsodmegye.hu)

**Csongrád-Csanád County Conciliation Board**

Address: 6721 Szeged, Párizsi krt. 8-12.

Mailing address: 6721 Szeged, Párizsi krt. 8-12

Email: [bekelteto.testulet@csmkik.hu](mailto:bekelteto.testulet@csmkik.hu)

Phone: +36 62 554 250

Website: [www.bekeltetes-csongrad.hu](http://www.bekeltetes-csongrad.hu)

**Fejér County Conciliation Board**

Address: 8000 Székesfehérvár, Hosszúséta tér 4-6.

Mailing address: 8000 Székesfehérvár, Hosszúséta tér 4-6.



Email: [bekeltetes@fmkik.hu](mailto:bekeltetes@fmkik.hu)

Phone: + 36 22 510 310

Website: [www.bekeltetesfejer.hu](http://www.bekeltetesfejer.hu)

Győr-Moson-Sopron County Conciliation Board

Address: 9021 Győr, Szent István út 10/A.

Mailing address: 9021 Győr, Szent István út 10/A.

Email: [bekelteto.testulet@gymkik.hu](mailto:bekelteto.testulet@gymkik.hu)

Phone: +36 96 520 217

Website: [www.bekeltetesgyor.hu](http://www.bekeltetesgyor.hu)

Hajdú-Bihar County Conciliation Board

Address: 4025 Debrecen, Petőfi tér 10.

Service location: 4025 Debrecen, Vörösmarty u. 13-15.

Mailing address: 4025 Debrecen, Vörösmarty u. 13-15.

Email: [bekelteto@hbkik.hu](mailto:bekelteto@hbkik.hu)

Phone: +36 52 500 710 / +36 52 500 745

Website: [www.hbmbekeltetes.hu](http://www.hbmbekeltetes.hu)

### Appendix 3 – Terms and Conditions for a 365-Day Return Policy

If the Customer is not satisfied or fully satisfied with the purchased IKEA product, they can return it within 365 days, without providing any reasons. Together with the original receipt, IKEA will accept the unused products and provide the Customer with the option to choose new products or refund the purchase price paid by the Customer at the time of purchase using the original payment method. The Customer can return any IKEA product to the stores, even if it has already been assembled, provided it is in a clean, undamaged, functional, and hygienic condition. If possible, the Customer should also bring back the original product packaging. If the returned product does not meet the above requirements, IKEA stores reserve the right to refuse the return or to refund the product at a reduced price as unilaterally determined by IKEA, as a percentage of the original purchase price. In cases of abusive returns (i.e., significant quantities or values, repeated or for other business purposes), IKEA reserves the right to refuse the return. The return policy does not apply to food products.

These conditions are in addition to the rights provided by law.

#### Return Policy for Mattresses

The Customer can try out their new mattress at home for 90 nights from the date of purchase, and if it doesn't meet their satisfaction, they can return the undamaged, clean, and in good condition mattress, along with the original receipt, to IKEA stores and choose another one. The Customer can choose another mattress, or IKEA will refund the purchase price of the mattress using the original payment method. This mattress trial is applicable to all IKEA mattresses that come with a 10-year warranty.

If the Customer wishes to exchange their IKEA-purchased mattress for a more expensive one, they are responsible for covering the price difference. If the new mattress costs less than the original, the Customer will receive the difference as an IKEA gift card, which can be used at any IKEA store in Hungary.

During the 90-night mattress trial, the Customer has the opportunity to try out all IKEA mattresses that come with a 10-year warranty (the terms of the 10-year warranty and usage instructions can be found on the [www.ikea.hu](http://www.ikea.hu) website and in stores). The conditions of the 90-night mattress trial do not affect the statutory warranty rights of consumers or the rights granted to consumers for products falling under mandatory guarantees.

### Appendix 4 – Sample Withdrawal/Termination Declaration

(Complete and return only if you intend to withdraw from or terminate the contract.)

Recipient: IKEA Lakberendezési Kft (Budapest store), postal address: 1148 Budapest, Örs vezér tere 22. or IKEA Lakberendezési Kft. (Budaörs store), postal address: 2040 Budaörs, Sport u. 2-4. or IKEA Lakberendezési Kft (Soroksári store), postal address: 1239 Budapest, XXIII. Vecsési út, hrsz.: 195836/32 (Tel.: +36 1 808 9230, e-mail: [Reklamacios@ikea.hu](mailto:Reklamacios@ikea.hu))



## Information

In accordance with Government Decree 45/2014 (II. 26.), consumers have the right to withdraw from the contract without providing any reasons, either before receiving the products or within 14 days after receiving the last product in the case of purchasing multiple products or multiple pieces. The consumer also has the right to withdraw their offer for contract formation. If the consumer decides to withdraw within the specified period, IKEA is obligated to refund the full amount paid (the purchase price, assembly and delivery fees, and storage fees if applicable) within 14 days, using the same payment method chosen by the consumer, but without imposing any additional charges. In case of withdrawal, the consumer must return the product to any IKEA store address immediately, but no later than 14 days from the notification of withdrawal. The return is considered to be completed on time if the consumer sends or dispatches the product within the 14-day period. In the event of withdrawal, the consumer bears the direct cost of returning the product, as specified in Section (2) of Government Decree 45/2014 (II. 26.). The consumer is only responsible for any diminished value of the product resulting from the handling of the product other than what is necessary to establish the nature, characteristics, and functioning of the product.

I/we hereby declare that I/we exercise/exercise our right of withdrawal/termination with respect to the contract for the sale of the following product(s) or the provision of the following service(s) (please specify the product(s), services):

Date of contract formation/receipt: ...

Consumer's name: ...

Consumer's address: ...

Consumer's signature (only for paper declarations):

..... (signature)

Date:

## Appendix 5: Information Regarding Data Processing

As a supplement to the General Terms and Conditions, IKEA Lakberendezési Kft. (address: 1148 Budapest, Örs vezér tere 22.) as the data controller provides the following additional information regarding data processing:

Scope of processed data: identification number, email address, IKEA Family card number, name, telephone number (mobile phone number), address, bank card data, bank account number, purchased products (and their purchase price).

IKEA does not transfer the data to third parties, except for its contractual partners providing services necessary for the performance of the sales contract, such as the operation of the online sales website, processing of card payments, product delivery, etc. Complaints related to data processing are examined by IKEA Ceska s.r.o. (Skandinávská 1/131 155 00 Prague).

The legal basis for data processing is the performance of the contract and compliance with legal obligations. If the Customer does not provide the data necessary for the provision of the service, online sales cannot be fulfilled. The personal data of the Customer for customer satisfaction surveys will be retained for 1 year, based on our legitimate interest, for the purpose of providing the service. The data is processed by the data processor during customer satisfaction surveys, which is part of the service provided by the data controller. The Customer has the right to object to data processing, and their consent can be withdrawn at any time; however, the withdrawal of consent does not affect the lawfulness of data processing prior to such withdrawal.

Duration of data processing: for the duration necessary for the performance of the sales contract and the period required by law (8 years for invoices). IKEA may use data processors. Upon request of the data subject, the data controller provides information on the data concerning the data subject, including data processed by the data processor on behalf of the data controller, as well as the sources of such data, the purpose, legal basis, and duration of data processing.

Data subjects' rights related to data processing:

The data subject has the right to access their data, correct or erase their data, restrict data processing, and the right to data portability, as well as the right to object to data processing. These rights can be exercised in writing by sending a letter to IKEA Lakberendezési Kft. (1148 Budapest, Örs vezér tere 22.) or by sending an email to [data.privacy.hu@ikea.com](mailto:data.privacy.hu@ikea.com).

The information is provided free of charge. IKEA is obliged to respond to the data subject's request in a clear and comprehensible form within the shortest possible time, but no later than within 25 days, and to provide reasons if the request is rejected. If the data subject does not agree with IKEA's decision or action, they may file a complaint with the authority (National Authority for Data Protection and Freedom of Information, <https://naih.hu/uegyfelszolgalat,-kapcsolat.html>; address: 1055 Budapest Falk Miksa 9-11, postal address: 1363 Budapest, Pf.: 9., telephone: +36 (1) 391-1400, [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu)). In case of violation of the data subject's rights, they may take legal action against IKEA. The court shall decide on the matter without delay. Jurisdiction lies with the court. IKEA shall compensate the data subject for any damage caused by unlawful data processing or by the violation of data security requirements. IKEA is not liable for damages if it proves that the damage was caused by an unavoidable reason outside the scope of data processing. No compensation is required if the damage resulted from the deliberate or grossly negligent conduct of the injured party. If IKEA violates the personality rights of the data subject by unlawfully processing their data or by violating data security requirements, the data subject is entitled to claim damages from IKEA.

