

GENERAL TERMS AND CONDITIONS OF REMOTE SALES (ONLINE, TELEPHONE AND CHAT)

This document, together with its appendices, regulates the conditions governing the use of this website, www.IKEA.es, and the purchase of products and the contracting of services through the website and by telephone (or chat); hereinafter referred to as the "General terms and conditions of remote sales" or simply the "General terms and conditions".

By placing an order, the Customer agrees to be bound by a contract, which consists of:

- the order confirmation document, outlining the services contracted by the Customer, the price and the agreed date for their provision, along with the corresponding invoice.
- These General Terms and Conditions, consisting of this document and its appendices
- Any appendices to be signed by the parties in relation to the services provided.
- the "Website Terms and Conditions": <https://www.ikea.com/es/en/customer-service/terms-conditions/terminos-condiciones-web-pub417ec831>,
- the "Cookie Policy": <https://www.ikea.com/es/en/customer-service/cookie-policy/>
- the "Privacy Policy": <https://www.ikea.com/es/en/customer-service/privacy-policy/>

In addition to the provisions of the Privacy Policy, IKEA informs the Customer, that in connection with the purchase of IKEA products and the contracting of services remotely:

- The data provided by the Customer to IKEA under this agreement shall be the responsibility of IKEA IBÉRICA, S.A.U., with Spanish tax number (CIF) A28812618, Avenida Matapiñonera, No. 9, 28703, San Sebastián de los Reyes, Madrid, Spain, hereinafter "IKEA".
- Personal data collected from the Customer will be processed in accordance with the law and will be used exclusively to:
 1. Identify you and allow us to contact you. Both IKEA and its service providers with which IKEA must share your personal data in order to properly provide the services arranged, may contact you through any means (telephone, email, WhatsApp, SMS) in relation to your order and/or the service provided.
 2. Carry out the arrangements necessary to provide the requested and contracted service.
 3. Conduct quality surveys about the services provided.
 4. Analyse the data internally and compile studies, reports and statistics to see how we can improve our services, products and the website itself for internal purposes only.
- The lawful basis for processing your data for the purposes set forth in points 1 and 2 is this contract, while for the purposes set forth in points 3 and 4, it is the legitimate interest of IKEA.
- IKEA will transfer your data:

1. To comply with legal obligations; IKEA will process your personal data to comply with any legal obligations that may apply and arise under this agreement.
 2. To be able to deliver the products you have purchased and provide the services you have arranged, IKEA will disclose your data and will allow the transport, delivery and assembly service providers with which it works to access your personal data.
 3. To facilitate the provision of the assembly services you have arranged, IKEA will transfer your personal data to Taskrabbit, Inc., the service provider that IKEA will entrust to perform the assembly service you have arranged, so that it may send you an email confirming that your Tasker has been assigned and confirming other details for your appointment and/or invite you to and inform you that you can sign up to the Taskrabbit platform voluntarily to gain access to additional features, such as the ability to chat with the specific assembler assigned to perform your assembly service ("Tasker"), to reschedule your appointment or to inform you that a Tasker has been assigned for your assembly and other details regarding the provision of the service. The lawful basis for transferring your data for this purpose is this contract that binds us.
- Your personal data may be processed by our suppliers in countries outside the European Economic Area based on contractual clauses approved by the European Commission and incorporated into our contracts. If you have any questions about international data transfers and the safeguards that we have implemented to guarantee the protection of your personal data, please contact us using the ARSOPOL form available on our website (www.ikea.es).
 - Using the ARSOPOL form available on our website (<https://www.ikea.com/es/en/customer-service/privacy-policy/>), you, the Customer, may exercise your rights:
 1. To access, rectification, erasure, objection to processing
 2. To request the restriction of the processing of your personal data
 3. To portability
 4. To lodge a complaint with the Spanish Data Protection Agency or a supervisory authority

If you have any questions regarding the processing of your data, you may contact the IKEA Data Protection Officer at tusdatos@ikea.com.
 - The Customer declares that all information and data that they provide to IKEA is truthful and reflects their true situation. If the Customer does not provide the necessary information, the order will not be able to be fulfilled and the arranged services cannot be provided and the Customer shall hold IKEA harmless in such circumstance.

1. IKEA INFORMATION

This website is operated by, and the seller is:

IKEA IBÉRICA SA, CIF A28812618 and registered address at Avenida Matapiñonera, No. 9, 28703, San Sebastián de los Reyes, Madrid, Spain. Registered in the Mercantile Register of Madrid, volume 1251, section 8, folio 102, page 23549, telephone 900 400 922 and email terminos.condiciones.es@ikea.com
Hereinafter referred to as "IKEA".

2. INFORMATION AND STATEMENTS BEFORE ORDERING.

- The Customer, either prior to entering into the contract or during the purchase process, may access, save and print these General Terms and Conditions.
- All information and personal data provided when using this website and making remote purchases will be processed in accordance with the IKEA Privacy Policy, according to the data processing specified in these General Terms and Conditions, as well as in accordance with the options selected at the time of accepting the Conditions of Purchase.
- The Customer undertakes not to place any false or fraudulent orders, and under such circumstances IKEA reserves the right to cancel it and take appropriate action.
- The Customer states that they are over 18 years of age and have the necessary and sufficient legal capacity to enter into financial contracts. Individuals representing or acting on the behalf of legal persons on this site guarantee to IKEA and third parties connected with the provision of contracted services, that they have sufficient powers at the time of making the purchase, and that at the time of the transaction they are not violating the rights of any third party and that the data and information relating to the legal persons are true, accurate and reliable. IKEA will not be liable for any damage or loss caused to persons and/or property due to, or relating to, the previous statement.

3. GEOGRAPHICAL SCOPE

The products offered through remote sales (online, telephone and chat) are only available for delivery or collection within mainland Spain, excluding the Canary Islands, Balearic Islands, Ceuta and Melilla.

4. IKEA

PRODUCTS

The Customer acknowledges that all products sold by IKEA are intended for domestic use and have been subjected to testing methods in accordance with relevant regulations and standards. The Customer is therefore responsible for:

- a. using the products in accordance with the technical specifications and instructions;
- b. ensuring the proper placement and location of the product according to the building's requirements: building book, obligations regarding building use and maintenance, emergency and evacuation manuals etc.

However, some items in the range have been tested for professional or public use and meet the safety, durability and stability requirements established by the technical standards pertaining to such uses.

The guarantees offered by IKEA on all its products generally cover their household use. Before purchasing an IKEA item, the Customer must make sure that it is suitable for the use that they intend to make of it. For this purpose, product data sheets are available to consult at IKEA stores and at www.IKEA.es.

IKEA accepts no liability for any claims arising from a use different from that for which the IKEA item is

designed.

The Customer states that they are aware that IKEA does not have management systems certified in accordance with international standards (ISO 9000, ISO 14000, EMAS, SA8000, etc.) IKEA aims for the IKEA Brand to be a trustworthy guarantee for its Customers in its own right, both with regard to the processes it uses and the items it sells, in terms of quality, safety, the environment and corporate responsibility. To do this, it has management systems and internal protocols covering all its processes, which are internally audited to ensure that they are carried out correctly in all IKEA units.

The manufacture of its products is subject to IKEA standards of quality, environment and corporate responsibility, based on international principles shared by regulations and established under the standards such as those mentioned above. In addition, internal auditors continuously verify with all product and service suppliers for IKEA that they are operating correctly.

5. TECHNICAL METHODS FOR CORRECTING ERRORS

The IKEA website displays confirmation windows for the data provided that will not allow the purchase to continue if the data is not entered in the correct format. Before making payment, the Customer will always be able to see the products they have chosen on the website and their order details, so they can modify the details of their order if necessary. If you notice an error after completing payment, you must contact Customer Service on 900 400 922 or by email at terminos.condiciones.es@ikea.com

6. EXCLUDED PRODUCTS

The following products are excluded from remote shopping: live plants; food products; fabric sold by the metre; countertops made to order (only excluded from online sales), Persian rugs; pre-used items or Circular Hub items; any products for which it is not possible to differentiate by reference number all the colours or sizes in which they are available and all personalised items.

7. HOW TO PLACE AN ORDER

7.1. ONLINE

To place an order, the Customer must follow the steps below:

Read and understand the product description as it appears on the website, the key features and technical details of the products. These are available in the product information and technical specification sections of the website. Here you can find information on any technical regulations or features that are relevant for the product's intended use. If you have any questions, please contact IKEA by email at terminos.condiciones.es@ikea.com, call the customer service number on 900 400 922, visit your nearest IKEA store, or use the chat link at <https://www.ikea.com/es/en/customer-service/contact-us/>.

1. Consult the website for the product price, services and any promotions that may apply, you can also view the final price including VAT or applicable taxes. The Customer is informed and expressly acknowledges and accepts that the price of the products and services listed on the IKEA website may decrease, depending on the promotions in force at any given time at each IKEA store, the promotions applicable to the IKEA store from which the order is processed will apply to the Customer's order.

3. Once the products to be purchased have been selected, the Customer must

select the service they wish to contract from those available on the IKEA website for the products they are going to purchase:

4. Once the selection is made, the Customer will be able to view the selected products and services and their final price, after the discounts, according to the conditions of the applicable offers in force have been applied

5. To place an order, the Customer must identify themselves by filling in their details. The Customer undertakes to check the information provided in the form, and that they have chosen the correct products and services and the Customer must go back to the website to correct any details of their order that are not correct.

6. If all the details are correct, the Customers must make the payment by clicking the "Pay now" button. After the payment is completed, IKEA will send the order confirmation immediately by email, as well as the Purchase Order.

7. In the confirmation email, IKEA will provide the Customer with a link that will allow the delivery date and time to be modified. The option to modify the delivery date and time will be visible as long as the order status and the type of service chosen allows this type of modification. In the event of contracting additional services related to delivery, the Customer should contact IKEA by calling 900 400 922 to request a change in dates for the other services.

NOTE: In the event that IKEA entrusts provision of the assembly service to Taskrabbit, Inc., please note that you can sign up to the Taskrabbit Platform voluntarily to gain access to additional features, such as the ability to chat with the specific assembler assigned to perform your assembly service ("Tasker") or to reschedule your appointment. To sign up to the Taskrabbit Platform, you must accept the terms and conditions of the application; IKEA will not be a party to this contractual relationship. For more information on how to sign up to the Taskrabbit Platform, please visit www.taskrabbit.es.

8. Once the order is placed, IKEA will not save a hard copy of the document in which the contract is executed.

7.2. TELEPHONE OR CHAT SALES

IKEA offers a telephone sales service reachable via the customer service number on 900 400 922 from 8:00 to 22:00 Monday to Saturday and from 10:00 to 20:00 on Sundays and public holidays, or via the chat link at <https://www.ikea.com/es/en/customer-service/contact-us/>, during the same opening hours.

To place an order, the Customer must follow the steps below:

1. Read and understand the product description as it appears on the website, the key features and technical details of the products. These are available in the product information and technical specification sections of the website (or in IKEA stores). Here you can find information on any technical regulations or features that are relevant for the product's intended use. If you have any questions, please contact IKEA by email at terminos.condiciones.es@ikea.com, call the customer service number on 900 400 922, visit your nearest IKEA store, or use the chat link at <https://www.ikea.com/es/en/customer-service/contact-us/>.

2. Consult the website (or store) for the product price, services and any promotions that may apply, you can also view the final price including VAT or applicable taxes. The Customer is informed and expressly acknowledges and accepts that the price of the products and services listed on the IKEA website may decrease, depending on the promotions in force at any given time at each IKEA store, the promotions applicable to the IKEA store from which the order is processed will apply to the Customer's order.

3. Contact IKEA by calling 900 400 922 (or via chat) and telling them which products they wish to purchase.
 4. Once the items have been selected, IKEA will send the order placed over the telephone or via chat to the email address provided by the Customer. In this email, the Customer will receive a payment link where they must read and accept the legal conditions, and pay for the corresponding goods and services.
 5. If all the details are correct, the Customer pays by clicking the "Pay" button. After the payment is completed, IKEA will send the order confirmation immediately by email, as well as the Purchase Order.
 6. In the confirmation email, IKEA will provide the Customer with a link that will allow the delivery date and time to be modified. The option to modify the delivery date and time will be visible as long as the order status and the type of service chosen allows this type of modification. In the event of contracting additional services related to delivery, the Customer should contact IKEA by calling 900 400 922 to request a change in dates for the other services.
- NOTE: In the event that IKEA entrusts provision of the assembly service to Taskrabbbit, Inc., please note that you can sign up to the Taskrabbbit Platform voluntarily to gain access to additional features, such as the ability to chat with the specific assembler assigned to perform your assembly service ("Tasker") or to reschedule your appointment. To sign up to the Taskrabbbit Platform, you must accept the terms and conditions of the application; IKEA will not be a party to this contractual relationship. For more information on how to sign up to the Taskrabbbit Platform, please visit www.taskrabbbit.es.
8. Once the order is placed, IKEA will not save a hard copy of the document in which the contract is executed.

8. AVAILABILITY OF PRODUCTS

IKEA will display information regarding current product availability and stock levels on its website. Nevertheless, it is possible that a product which IKEA confirmed was available may run out during the remote ordering process. If this happens, IKEA will inform the Customer via email and/or by phone and will offer the Customer the following alternatives:

- Delivery of the product later than initially indicated, subject to the Customer's consent, with no additional cost.
- The Customer will be refunded the price paid within a maximum of three (3) working days from the Customer agreeing to this solution, using the same payment method used to pay for the order. If the entire order is to be returned, the amount to be refunded will include the product delivery costs that the Customer would have paid. In the event of a partial return, in which the items returned will change the characteristics of the delivery method for the initial order, and therefore the price of the service, this price difference will be adjusted in the return.

9. SERVICES AND COST OF THE SERVICES

IKEA will not transport, assemble or store items that have not been purchased from IKEA sales channels. At IKEA, we offer a wide range of services to Customers, although only some of them are available for remote ordering. The Customer can find all the information about the services available, their conditions and current prices at any given time on the IKEA website <https://www.ikea.com/es/en/customer-service/services/>.

Additionally, on each product page you can see the available services for that particular product. In any case, the Customer will be informed of the cost of the services offered before purchasing an IKEA item through the remote channel.

IKEA is only liable for services arranged by the Customer with IKEA and under no circumstances shall it be liable for any services arranged by the Customer with a third party other than IKEA.

10. PROMOTIONS AVAILABLE TO IKEA FAMILY CLUB MEMBERS

All promotions applicable at the time of purchase and their particular conditions will be posted on the website or the customer will be informed by telephone prior to placing the order. In particular, promotions aimed at IKEA Family members require that members prove their identity prior to or during the purchase process in order for the promotion to be applicable. Otherwise, the promotion will not be applied. It is the sole responsibility of the Customer to identify themselves as an IKEA Family member, and IKEA will not be liable for any loss or damage in resulting from such circumstance. In general, promotions offered by IKEA cannot be combined with other promotions, unless otherwise expressly stated in their specific terms and conditions.

11. PRICE AND PAYMENT

Prices quoted by IKEA include VAT and are those in effect at the time, including any promotions that may apply.

Product prices exclude service charges; these will be added to the total amount before proceeding to payment.

The Customer may use those means of payment that are available at any given time. These will be displayed to the Customer at the time of payment which include, and are subject to change at the discretion of IKEA at any time, PayPal or VISA, Mastercard and AMEX credit or debit cards, refund cards, gift cards, bank transfer or IKEA VISA card.

NOTE: If you pay with your IKEA VISA card, you can choose to pay in instalments in accordance with the financing conditions of your IKEA Visa card, which you can check here <https://www.ikea.com/es/en/customer-service/services/finance-options/ikea-visa-pubb0737a90> -.

IKEA has contracted third-party companies that guarantee the security of transactions made on the website. All information provided for this purpose is encrypted to ensure maximum security and the information is hosted on a secure server that is certified by SSL protocol.

The order will be considered placed once the Customer has paid the total price at check-out and not before. Please note that we will not process any order that has not been paid in full.

IKEA is not responsible for the inaccuracy of the data provided by the Customer at the time of placing the order, and in particular will not accept liability for any damage caused to third parties due to the improper use by the Customer of the payment method.

12. BILLING

Customers will generally receive their invoice for the products and services purchased in digital form by means of an email sent at the time of purchase confirmation.

13. TRANSPORT AND DELIVERY SERVICE

13.1 GENERAL INFORMATION ABOUT THE TRANSPORT AND DELIVERY SERVICE

What does the service include? IKEA will deliver the purchased products to the location in Spain specified when the order was placed, except to the Balearic Islands, the Canary Islands, Ceuta and Melilla.

Goods with different delivery times. IKEA will send the order within the time limit agreed with the Customer according to the delivery method. If some of the items ordered have later delivery dates than the rest of the items, if ordering by telephone or chat the Customer will be able to choose from the following options and, if ordering online, they will be contacted by IKEA to explain the different options, which may be the following or others, depending on the particular circumstances of the case:

- a. wait for all the goods to reach us so we can deliver them to you all at once. In this case, the Customer would pay the storage costs indicated in the order document.
- b. pay for several deliveries as and when the products become available: IKEA will inform you of product availability when you place your order.

Delivery. "Delivery" shall be understood to have taken place when the Customer or a third party designated by the Customer takes material possession of the products. To confirm delivery, the Customer must sign the order delivery note.

Compliance with the lead time. IKEA undertakes to comply with the agreed timeframes, except for force majeure events that prevent the provision of said services under the agreed terms, which will not constitute a breach of contract on our part. Except for this circumstance, in the event that, for reasons attributable to IKEA, we are unable to deliver the goods to you on the agreed date, you will be entitled to submit a claim for the total cost you have paid for delivery.

Second delivery. If you are not present at the agreed location, date and time, we will call you to arrange a new date and you will be required to pay the cost of the second delivery attempt. If you exceed the seven (7) days of free storage offered by IKEA when agreeing to the new date, you will also have to pay the relevant storage costs.

Changes to the location and date of delivery. You must be present at the address where the service is to be provided at the agreed date and time. Otherwise, you must designate someone to be there on your behalf. If you change the delivery location, your order will be cancelled and we will refund you for the items and services. You must then place a new order and arrange a new delivery date. IKEA must be notified of any changes to the scheduled date, time and location at least 48 (working) hours in advance. (IMPORTANT: check exceptions and special conditions for each type of delivery in Appendix 2). If you fail to notify IKEA within the established time frame, you will be required to pay for re-delivery before the new service is provided and you will also have to pay storage costs.

Please do not set post office boxes or public places as the delivery address. Deliveries to post office boxes or public places are not allowed. If the assembly/installation team must attempt delivery a second time due to a mistake in the information provided, the Customer will pay the cost of the second journey or delivery attempt at the rate specified in the order.

Inspecting your goods at the time of delivery. If you use a transport and delivery service, you will be responsible for checking the number of packages received and any damage visible at the time of delivery. You will have to sign to confirm that you accept (or do not accept) the number of packages and their condition, after you have inspected the goods. You must use the delivery note that we provide along with

the goods to record in writing any visible damage that the packages may have sustained during transport. Any damage to the product that is not visible at the time of delivery will be covered by the legal and commercial guarantees of each product.

Other matters to bear in mind at time of delivery. Furthermore, when you receive the goods, you must agree with the delivery driver: (a) where the delivered products are to be placed, if delivered inside your home; (b) time frames and conditions of use for the building's elevators, freight elevators and courtyards, if any; and (c) any other relevant matters to ensure proper delivery as arranged.

Bulky deliveries. The Customer should check the size and dimensions of the packaging of the goods they have purchased and for which delivery is being arranged. This information is available in IKEA stores and on the IKEA website. The Customer guarantees that the goods, where applicable, are able to enter their house, building or residence, depending on the type of service they have arranged, by customary entry methods (doors, lifts, freight lifts, stairwells). If the goods are unable to enter their house, building or residence once they have been delivered due to their size and dimensions, they will be offered two options, depending on the type of service arranged:

- a. leave it at street level, or
- b. contract a removal service, with the Customer undertaking to pay the costs of this service (IKEA will provide a quote prior to this service).

Note that the amount that paid for the delivery service in either of the above cases will not be refunded.

Sofa legs. Sofa deliveries do not include the installation of legs or the fitting of covers, which must be arranged separately. Please note that some models cannot be fitted with a cover when the legs are in place. Please bear this in mind if no assembly service is arranged.

13.1.1. For orders with doorstep delivery for medium-sized orders or in-home delivery, if IKEA unsuccessfully attempts to deliver on the date and during the time slot agreed upon with the Customer, the order will be returned to the IKEA warehouse and IKEA will contact the Customer to arrange a new delivery.

13.1.2. For parcel orders with doorstep delivery, the parcel delivery company will make a delivery attempt and if delivery does not take place, the order will be transferred to a delivery point of the parcel transport company, where the Customer will have 10 days to pick it up.

13.1.3. For parcel orders with delivery to a Correos post office, the Customer will have a maximum of 15 calendar days from the date the package arrives at the Correos post office to collect their order.

13.2 DELIVERY METHODS

See Appendix II.

13.3 STORAGE SERVICE

The delivery date may be delayed by contacting IKEA, provided that you give at least 48 working hours of notice before the scheduled delivery of the order, in which case:

- a. You may put back your delivery free of charge over the first seven (calendar) days following your delivery booking.
- b. Once this period has elapsed, IKEA will charge the weekly amount for the storage service, as shown on the order document.

The storage service will have a maximum duration of two months from arranging the delivery service; once

this period has lapsed, IKEA will cancel your order and reimburse you for the amount paid for the goods and for the service. However, you must still pay the corresponding costs for the storage service as set forth in sub-paragraph b).

14. ASSEMBLY SERVICE

The assembly service may not commence until the entire order and all goods have been delivered.

What does the service include? This assembly service includes assembly in accordance with the IKEA instructions, placing the items in the location specified by the Customer, ensuring that they are level and fitting any doors and drawers. The assembly service does not include the removal of packaging, the assembly of pictures, shelves, mirrors, lamps or blinds, or the installation of electrical appliances, flooring, bathrooms etc. (In all such cases you will have to arrange specific installation services).

Anchoring. The assembly service does not include wall installation or anchoring to a wall or ceiling, unless such anchoring is specified in the instructions for the item, in which case it will be compulsory. To help protect the safety of our Customers, the assembly must always be carried out in strict accordance with the assembly instructions. By arranging this assembly service, if the instructions so indicate, the Customer agrees that the items are to be anchored to the wall or ceiling, as appropriate. The consequences of not accepting or allowing the items to be anchored to the wall or ceiling, as the case may be, shall be the sole liability of the Customer, and the Customer shall hold IKEA harmless in such circumstance.

Safety. Safety is a priority for IKEA. The Customer must ensure that the conditions, access and height of the space where the contracted services are to be provided are adequate. For example, if the Customer arranges for a 2.36 m PAX wardrobe to be assembled, the Customer must bear in mind that, in order for the wardrobe to be assembled as instructed in the assembly instructions, the height of the room must be at least 2.39 m if the doors are hinged and 2.41 m if the doors are sliding doors; this is the minimum required height assuming the floor is level. As such, when arranging any service, the Customer declares that the location where the service is to be provided meets the necessary size, safety and accessibility conditions.

Therefore, if the access to the site, property or specific rooms where the arranged service is to be provided is unsafe (e.g. there is ongoing construction work), or if the site conditions mean that following the installation instructions would pose a risk to IKEA people and/or property, IKEA may, acting through its service provider, refuse to carry out the assembly or service in question. However, this refusal shall not constitute breach of contract by IKEA, as the Customer will be refunded the money they have paid, minus the service providers' travel costs as set forth in our rates (and, in any case, of which the Customer will be duly informed before such amount is charged; if the provider assigned to the assembly service is Taskrabbitt, this amount is EUR 23). Furthermore, in the case of the in-home delivery service, IKEA may leave the goods in a different room to that initially agreed and the service will be deemed to have been duly provided without this constituting any breach of the delivery contract by IKEA.

Other considerations at the time of assembly. Similarly, at the time of assembly, you must discuss with the delivery driver: (a) where to place the products while they are being assembled; (b) where to place packaging and any other waste during assembly; (c) the direction in which doors are to open (right or left), the position of handrails and accessories; and (d) any other relevant matters to ensure proper assembly as arranged.

15. COLLECTION AND REMOVAL SERVICE FOR ITEMS AND OTHER WASTE

For every new product purchased, IKEA offers a removal service to take away items and other waste from the Customer's house (furniture, mattresses, sofas and appliances). To this end, only one product will be removed for each new product purchased, provided that both products are of a similar nature (size and weight) and have similar features, the product to be removed is in one piece, and the Customer has arranged the home delivery service (see special terms and conditions regarding the condition to arrange the transport and delivery service for each type of product further below).

The unwanted product will be removed at the same time the new product purchased from IKEA is delivered, at the Customer's home, (the collection and removal service is not available for doorstep, parcel or other deliveries, and is only available for deliveries arranged to inside the home).

The Customer must guarantee that the dimensions of the sofa, mattress, appliance or furniture to be removed allow for its effective removal. Otherwise, the Customer must dismantle the item beforehand by their own means and at their own expense. The service to remove items and other waste does not include any kind of uninstallation, de-anchoring or disassembly by IKEA for the products to be removed.

This waste will be left in appropriate places so it can be dealt with properly.

This service does not include the transport of existing items to other premises or addresses.

The appliance and mattress removal service is free for Customers, and the cost of the sofa and other furniture removal service will be provided to the Customer before the service is arranged. The Customer can also check the price of this service at any time on the IKEA website at <https://www.ikea.com/es/en/customer-service/services/removal/>.

To formalise the Customer's request for this collection and removal service, the Customer must expressly communicate, at the time of placing the remote order, their wish to use this service by selecting one of the two options that appear on the screen during the online order process, or if ordering by telephone, the Customer will choose one of the two options, which will be communicated to the customer by the telephone operator and are as follows:

- a. I request removal at the time the new product that I have purchased is delivered. Only one product shall be removed for each new product purchased, provided that both products are similar in volume and weight; or
- b. I expressly state that I do not wish to have my existing product removed.

To clarify, the collection and removal service can only be acquired online for sofas, mattresses and appliances. It can only be acquired for other types of furniture if the associated purchase is made via chat or phone (or physically in an IKEA store).

If the Customer requests removal, the Customer and the transport service provider must complete a delivery note for the unwanted products at the removal location.

If the Customer who arranged the removal service ultimately refuses removal of the product at the time of removal, the Customer must expressly state such refusal in the delivery note for the unwanted products.

The special terms and conditions for the removal of certain products are set forth below:

A. APPLIANCES AND OTHER ELECTRICAL ITEMS

IKEA hereby declares that it is authorised to sell these products according to its registration in the corresponding Integrated Industrial Registry and that the registration number in said Integrated Industrial Registry on behalf of IKEA Supply AG with manufacturer number 4435 is available on the following website:

<https://industria.gob.es/registros-industriales/RAEE/Consultas/Paginas/consultasPublicas.aspx>

Collection will take place at the Customer's home.

In accordance with WEEE regulations, the transport service provider that delivers IKEA orders is authorised to take the unwanted products of our Customers to the store, to the logistics platform or to recycling facilities.

If the Customer requests removal, the Customer and the transport service provider must complete a delivery note for the unwanted products at the removal location, stating the date of collection, the type of product, the model, the make and the serial number (the latter only if available).

If the Customer who arranged the removal service ultimately refuses removal of the product at the time of removal, the Customer must expressly state such refusal in the delivery note for the unwanted products.

If the Customer does not want the unwanted appliance or electrical or electronic device to be removed, or if the unwanted device is not in one piece, the Customer has one (1) additional month to return the unwanted electrical or electronic device in person directly to any IKEA retailer, presenting proof of purchase for the new equivalent device.

B. MATTRESSES, SOFAS AND OTHER FURNITURE

This collection and removal service excludes stone/ceramic made-to-measure countertops.

16. AFTER-SALES

In the event that the Customer has an issue with the management of the delivery or collection of their order or its contents, or with any damage to the goods, a warranty issue or any other matter, they should contact

- a. their nearest IKEA store, or
- b. get in touch through the chatbot available at the following link: <https://www.ikea.com/es/es/customer-service/contact-us/>, available from 08:00 to 22:00 Monday to Saturday, and from 10:00 to 20:00 on Sundays, except bank holidays, or
- c. the IKEA Customer Service on 900 400 922, available from 08:00 to 22:00 Monday to Saturday, and from 10:00 to 20:00 on Sundays, except bank holidays, or
- d. Mail: terminos.condiciones.es@ikea.com.

The Customer must provide any information deemed necessary and reasonably requested by IKEA in order to be able to handle their grievance, suggestion or complaint, including, where appropriate, a written description and photographs of any noticeable damage or incident.

In any case, IKEA offers an online dispute resolution platform for Customers at the following link:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage>

17. CANCELLATION, WITHDRAWAL AND RETURN

Cancellation of the order

IKEA will provide the customer with a link in the order confirmation email that will allow the order to be cancelled, but the Customer may also cancel their order through Customer Service by calling 900 400 922 or at an IKEA store. Cancelling the order also results in the cancellation of any delivery and assembly services arranged.

The order may be cancelled within one hour of it being placed, provided that delivery is not scheduled to take place within 48 (working) hours. In this case, IKEA will refund the full amount of the purchase, including the cost of delivery. If Customers cancel in this way, they will be refunded through the same payment system used at the time of paying for the order, within a maximum period of three (3) working days from notifying us that they wish to cancel.

Once this deadline of one hour from the order being placed has passed, IKEA can no longer guarantee that the order has not left our facilities. If this is the case, the costs of the goods delivery service previously paid for will be deducted from the amount refunded.

In any event, if the order is cancelled when delivery is scheduled in less than 48 (working) hours, the costs of the goods transport service previously paid for will be deducted from the amount refunded.

Partial order cancellations will not be accepted; in such a case, the Customer must cancel the entire order and place a new order. However, the assembly service may be modified or cancelled separately, without having to cancel the entire order.

Requesting to modify or cancel the assembly service separately

Whenever the service provider associated with providing the assembly service is Taskrabbt, the Customer may:

- a. Request the modification of the date of provision of the service at least 24 (calendar) hours in advance before it is provided, free of charge; Otherwise (if it is done less in advance), the customer will be charged 23 euros.
- b. request that the assembly service be cancelled, free of charge, whereupon IKEA will reimburse the amount paid for this service, if cancelled at least 24 calendar hours before the scheduled date of the assembly service. If the Customer cancels the assembly service without giving the above notice, the fitters' travel costs will be deducted, as set forth in our rates and, in any case, to be duly informed to the Customer before such amount is charged; if the provider assigned to the assembly service is Taskrabbt, this amount is EUR 23 euros.

Right of withdrawal

Once the goods have been received, the Customer, if they are an end user, has 14 calendar days from receipt of the last of the products purchased in the same order to exercise their right of withdrawal.

In the event of a withdrawal, IKEA will refund the Customer, using the same means of payment used by the consumer for the original transaction for the amount of the returned goods and the delivery costs, without undue delay and in any case no later than 14 calendar days from the date on which IKEA has been notified of the Customer's decision to withdraw from the contract.

To exercise the right of withdrawal, the customer must contact IKEA CONTACT SUPPORT CENTER ESPAÑA, C/ Me falta un tornillo 5, Arroyo de la Encomienda 47195 (Valladolid) within 14 calendar days of delivery.

IKEA provides, attached to these terms and conditions, a withdrawal document, which Customer may or may not use for this purpose. The Customer may also send the withdrawal form to IKEA by email to: csc.cancelacionesibes.es@ingka.ikea.com.

The Customer shall bear the direct costs of returning the goods when exercising the right of withdrawal. The Customer may choose to have the goods collected and transported by IKEA, in which case the costs of returning the goods shall be borne by the Customer in accordance with the Paragraph "Services and costs of services" of these General Terms and Conditions. This cost will be deducted from the total amounts to be returned to the Customer.

If the nature of the goods is such that they cannot be returned by post, IKEA will cover the cost of returning the goods.

Returns

After the deadline for exercising their legal right of withdrawal, IKEA offers the Customer the possibility of returning the products purchased, which the Customer may make use of within 365 days from the date of purchase, if the Customer changes their mind. The Returns Policy does not apply to any services arranged, and nor to products expressly excluded from such policy.

The Customer may consult the terms and conditions of the Returns Policy in force at any time at www.ikea.es

If the refund has been processed onto a Refund Card, the Customer is hereby informed that when using Refund Cards as a payment method, the provisions of Spanish Law 7/2012 of 29 October, modifying tax and budgetary regulations and adapting financial regulations to step up efforts in the prevention and fight against fraud, as amended from time to time, must be complied with in all circumstances, as must the limitations set out therein.

The Customer will be responsible for any decrease in the value of the products to be returned when this results from them being handled in an improper manner given their respective features and/or functionality, which will lead to IKEA not honouring the right to withdraw or the commercial return guarantee offered by IKEA in these cases.

In order to exercise these rights and guarantees, the Customer must always submit their proof of purchase for the products.

Returns for which the Customer also wants to arrange the service to disassemble and remove goods from their home will incur a disassembly and removal cost, which you can view here: <https://www.ikea.com/es/es/customer-service/returns-claims/return-policy/>. If the goods disassembly and removal service for returns is arranged, the price of the item being returned must be equal to or greater than the cost of the disassembly and removal, as the cost of this service will be deducted from the amount of the return.

Fitted wardrobes or similar, as well as furniture de-anchoring works, are expressly excluded from this disassembly service; the Customer is responsible for making sure that these items are fully ready for disassembly by IKEA.

To be able to proceed with the return with collection of goods from your home, you must prepare the products with the original packaging.

Special terms and conditions for parcel returns at a Correos post office

In order to use the Correos post office parcel service, the return must meet the following requirements: the Customer has 14 days from the date of the request to deliver the return to a Correos post office. All returned

products must be sent in a single package and all products must be from the same order. Products from different orders cannot be returned in the same package. The total weight of the returned goods must not exceed 30 kg. If the package used for such return is box-shaped, the sum of the length, height and width must not exceed 210 cm, with the largest dimension not exceeding 120 cm. If the packaging used for such a return is in roll or tube form, the length must not exceed 120 cm. The cost of the service will be deducted from the total amount of the return once the products have been received and checked in store.

If the returned goods are the same as the item specified in the return order and the item is included in the purchase receipt/order number provided by the Customer:

- For online purchases: the credit card used by the Customer for the purchase will be refunded.
- In-store purchases: payment by bank transfer (to the account number given on the form).

If the parcel contains an IKEA item other than the one indicated by the Customer on the form, and this item is included on the receipt indicated, the amount indicated on the receipt for the item received will be refunded.

If an item arrives in the parcel in poor condition, is not an IKEA item, or is an IKEA item but is not included in the order receipt indicated by the Customer, no refund will be issued and the Customer will be contacted (by one of the means of contact specified in the form) to inform them and to give them 30 days to collect the item returned. IKEA shall not be held liable if the Customer fails to collect the item within the aforementioned period.

18.

GUARANTEE

When the Customer is a consumer, products and services arranged with IKEA are covered by the corresponding legal guarantee, in accordance with Royal Legislative Decree 1/2007 of 16 November.

In addition to the statutory guarantee, IKEA voluntarily offers a commercial guarantee for certain products against defects in workmanship and/or materials (commercial guarantee), the specific conditions of which and its coverage, as well as the maintenance instructions for taking the best possible care of products, are available on the IKEA website at <https://www.ikea.com/es/en/customer-service/returns-claims/guarantee/>

The commercial guarantees offered by IKEA on its products cover household use. This guarantee will not be applied if there is evidence the product has been used for another purpose, for example a professional use linked to a business activity (except for products tested for that purpose) and wherever it may have been used in public institutions and administrations.

The guarantee for products purchased for business or professional use will be regulated in accordance with the provisions of the Commercial Code and the Civil Code.

19. MODIFICATION OF THESE GENERAL CONDITIONS

These Terms and Conditions may be changed by IKEA at any time and without prior notice, to reflect changes in regulations or changes to our services, or for any other reason, so should be reviewed regularly, and always before making a remote purchase from IKEA.

IKEA will publish the new Terms and Conditions in place of the current Terms and Conditions on the IKEA website so that they can be reviewed by the Customer at any time. The Customer accepts that the General Terms and Conditions (and the Terms and Conditions on the website, the Privacy

Policy and the Cookie Policy), which are available on the website at all times, will apply, and that acceptance of these Terms and Conditions is a prerequisite when making a purchase from IKEA.

IKEA accepts no liability for damage or harm of any nature arising from exercising of this power.

20. APPLICABLE LEGISLATION. SUBMISSION TO JURISDICTION

These general Terms and Conditions are governed by applicable Spanish legislation with respect to any aspects that are not provided for herein in terms of their interpretation, validity and implementation.

In the event of a disagreement arising from the purchase of products and the contracting of remote services in accordance with these General Terms and Conditions, and for the resolution of any conflicts, the parties agree to submit themselves, to the courts and tribunals of the city corresponding to the Customer's home address and waive any other jurisdiction to which they may have a right. In the case of companies, the competent Courts and Tribunals will be those provided for under the applicable regulations for each case.

21. MISCELLANEOUS

Unless expressly agreed by the party in question, the Customer is not permitted to capture and/or record the session or provision of the relevant service, nor are they permitted to reproduce or share such images or recordings, in whole or in part, regardless of the means or device used. Any undue actions shall be considered a violation of the current regulations and the relevant legal liability may ensue.



APPENDIX 1.- Template withdrawal form

This form must only be completed and sent if you wish to withdraw from the contract.

For the attention of:

IKEA CONTACT SUPPORT CENTER ESPAÑA

C/ Me falta un tornillo 5

47195 - Arroyo de la Encomienda (Valladolid)

Phone: 900 400 922

terminos.condiciones.es@ikea.com

I hereby inform you that I withdraw from my contract of purchase of the following order and the goods or services that compose it:

Order no.: _____ Received on: _____

Consumer's name: _____

Consumer's address: _____

Consumer's signature:
(Only if this form is submitted on paper)

Date: _____

APPENDIX 2.- DELIVERY METHODS

A2.1. SUMMARY OF THE AVAILABLE DELIVERY METHODS DEPENDING ON THE TYPE OF PRODUCT PURCHASED

Doorstep delivery for small package orders

Provided the service is available, orders weighing less than 25 kg in which none of the items exceeds 78.5x55x39 cm will be sent by parcel service. All details of the item's size and dimensions can be found by clicking on "See more product information" on the product page. Household appliances and items for which optimal delivery conditions cannot be guaranteed are excluded from this delivery method.

Doorstep delivery for medium orders

We will deliver the orders that meet these criteria to your home, with delivery to your doorstep:

- Maximum total weight: 100 kg
- Maximum weight of each item: 25 kg
- Maximum length of each item: 150 cm

In-home delivery

This is available for medium and large orders (all those that exceed the characteristics of medium orders), but not for small package orders.

Express delivery

Available with home delivery for orders that meet the following conditions:

Maximum total weight: 155 kg

For delivery to postcodes within a range of approximately 25 km from the IKEA store that offers this type of delivery. Check whether your postcode is on the list of locations where this service is available [here](#).

24-hour delivery

This service always subject to availability depending on delivery capacity and time slots

Customers cannot make any changes to the delivery time or location, nor may they cancel the arranged delivery service (see section entitled "Cancellation") as the short lead time means that the processes to ensure the fulfilment of the service begin as soon as it is arranged.

Click & Collect

We will receive the order and have it ready for Customers to collect from the IKEA store of their choice.

Service only available at authorised stores. Customers can check the availability of the service at the store of their choice in the shopping cart.

Click & Collect – Locker

We will pick your order and leave it for you in the lockers outside our stores. When the order is ready, we will send a text message to the phone number provided by the customer with the code to open the locker and collect the order. The opening of the locker with the indicated code automatically implies the acceptance of the goods and any incident related to the collected order must be reported to the Customer Service Department on the day of collection. The code provided by IKEA is personal and non-transferable and IKEA is not responsible for any transfer, disclosure or misuse of the code by the Customer or any third party.

Service only available at authorised stores. Customers can check the availability of the service at the store of their choice in the shopping cart.

Click & Collect Pickup Point

We will deliver your order to the collection point of your choice.

Service only available at authorised collection points. The Customer can check the availability of the service at the collection point of their choice in the shopping cart.

Parcel delivery to Correos post office

All home deliveries weighing less than 25 kg in which none of the items exceeds 78.5x55x39 cm will be sent by parcel service for collection at Correos post offices. All details of the item's size and dimensions can be found by clicking on "See more product information" on the product page. Household appliances and items for which optimal delivery conditions cannot be guaranteed are excluded from this delivery method.

A2.2. OPERATIONAL DETAILS OF THE DIFFERENT TYPES OF THE DELIVERY METHODS

A2.2.1. CLICK & COLLECT. COLLECTION OF ITEMS IN STORE, LOCKER OR COLLECTION POINT

When placing the order, the Customer must choose the date they wish to collect it. After paying, the Customer will receive confirmation by email that will include the products purchased and the collection date.

The Customer must collect the products on the collection date at the IKEA store, locker or IKEA collection point chosen by the Customer, during the hours that the store, locker or collection point is open for collection from the designated collection points.

For the In-Store Collection and Locker options, the order will be available to the Customer within the chosen time frame, with a minimum order preparation time of 24 hours.

If the Customer does not collect the goods on the collection day from the Customer's IKEA Store, locker or collection point, IKEA will remind the Customer to collect the order via text message, email or telephone. Customers may collect their order within a maximum of 24 hours from their chosen collection date, within the collection opening hours of the stores as indicated at <https://www.ikea.com/es/en/customer-service/services/delivery/>

If the Customer does not collect the order within 24 hours of the chosen collection date, the Customer will be deemed to have cancelled the purchase and IKEA will terminate the contract and cancel the order, refunding the amount using the same method of payment method that was used to make the purchase. The refund will be made by IKEA within a maximum of three (3) working days from the maximum time the Customer has to collect the goods, or from the time the goods are received in one of our stores in the case of purchases made at one of our collection points. In this case, the cost of the service provided will not be refunded.

In order to collect the goods from IKEA stores, lockers or collection points, the Customer must provide ID, showing, where appropriate and for the Customer's own security, their national identity card, EU residence card, passport or, if they are acting on behalf of a legal person, a valid document proving their authority to act on behalf of the legal person. If a Customer designates a third party to collect their order, the latter must present a copy of or the order or order number to identify the order, as well as one of the identity documents indicated above.

A2.2.3. DELIVERY BY HOME DELIVERY SERVICE OR CORREOS PARCEL SERVICE

IKEA offers the possibility of arranging delivery services for items purchased at IKEA, as well as other

additional services, as provided for under these conditions.

The following documents form part of these General Terms and Conditions: (a) the purchase order, (b) the document/order specifying the services ordered by the Customer, their price and the agreed date for their provision, and (c) any other attached document signed by the parties, if any, relating to or further developing the services provided.

By accepting these conditions, the Customer authorises the service to be provided by third parties designated by IKEA. In addition, the Customer agrees with the conditions set out below, and the accuracy of the data provided.

Depending on the delivery method selected by the Customer, the following will apply:

➤ **For parcel orders with doorstep delivery:**

Delivery times: We offer a maximum delivery time of 30 days from the date of the order, from Monday to Friday, in mainland Spain. Customers can track their delivery using our Tracker: [Track and manage your order | Purchase history \(ikea.com\)](#).

In addition to the above, service times available may be longer than usual, according to the information and time frames provided, which you can check, depending on your order.

Once the carrier receives the purchase at its premises, Customers will receive a notification of the final delivery date. This will contain a link to the carrier's website, where Customers can change the delivery address to a convenience point up to one (1) hour in advance of the given delivery date. In this case, the parcel delivery service must be arranged within five days of the date on which the initial order was placed, and the Customer will not be liable for any modification charges.

On the date of delivery, the Customer will receive another notification informing them of the time slot in which delivery is scheduled. In the event that this time slot is not suitable for the Customer, the Customer may modify the delivery address, date or convenience point up to one (1) hour in advance of the delivery time.

The package delivery company will make a delivery attempt and, if delivery is unsuccessful, the order will be sent to a location indicated by the parcel delivery company where the Customer can collect it within a maximum of ten (10) days. As soon as the package is received at a parcel company's location, the Customer will be notified by text message/email of the address where they can collect it.

In the event that it is not possible to arrange a new appointment or the service cannot be provided due to a cause attributable to the Customer, the order will be deemed cancelled, and the Customer will assume the cost of the previously paid delivery service. Once said period has elapsed, IKEA will refund the amount of the goods in the initial order to the Customer within three (3) working days from the receipt of the goods by IKEA, to the same account/card or method through which the order was paid.

All orders are subject to products being available. In the event of any difficulties in supplying the products or if there are no items in stock, the conditions in the Section *Availability of products* will apply.

IKEA will provide the Customer with a link in the order confirmation email that can be used to cancel the order. The order can be cancelled within 1 hour of placing the order, provided that the order is cancelled more than 48 hours before the delivery date. In this case, IKEA will refund the full amount of the purchase,

including the cost of delivery.

➤ **For the parcel service with delivery to Correos post office:**

Delivery times: a maximum delivery date of between three (3) and five (5) business days from the date of placing the order is offered, Monday to Saturday, in mainland Spain. There are 2,300 Correos post offices available to choose from in mainland Spain. During the purchase process, up to 20 post offices are shown within a radius of 500 km.

On the same day that the purchase arrives at the selected Correos post office, the Customer will receive an email notification.

If a Customer designates a third party to collect their order, the latter must be able to present authorisation for the collection and a copy of the national ID card/foreign ID card/passport belonging to the recipient of the order.

If the purchase has not been collected within five (5) calendar days of the date of receipt at the Correos post office, the Customer will receive a second notification by email.

After ten (10) calendar days, Correos will return the order and inform the customer that the purchase has been cancelled and that the amount paid will be refunded, with the exception of transport costs.

➤ **For the doorstep delivery service for medium-sized orders, in-home delivery:**

This is the service applied for in-home delivery when parcel characteristics are exceeded.

1. The delivery date agreed with the Customer may be changed at the Customer's request, provided that the new date is agreed with IKEA at least 48 hours before the original delivery date.

2. If the Customer changes the place of delivery, this may involve additional costs depending on the new area designated for the Service, in which case the Customer will be informed in advance of the costs of changing the place of delivery for prior acceptance.

1. If the Customer is absent on the agreed date and time, IKEA will contact the Customer by telephone to arrange a new date within the indicated time limits. In this case, the cost of a new delivery service must be paid.

2. Services are charged and paid for at the time of the purchase of the service. IKEA will not accept subsequent payments from a Customer as a collection for an additional service, unless it can be justified by an invoice for the relevant service. IKEA will only be liable for the services contracted directly with IKEA, and under no circumstances for any additional or third-party services that are not contracted to IKEA.

3. IKEA will provide the Customer with a link in the order confirmation email that can be used to cancel the order. The order may be cancelled up to one (1) hour after the order is completed. In this case, IKEA will refund the full amount of the purchase, including the cost of delivery.