

General Terms and Conditions for Assembly and Installation

1. Introductory Provisions

These General Terms and Conditions (hereinafter: GTC) of IKEA Lakberendezési Kft. (registered office: H-1148 Budapest, Örs vezér tere 22.; local offices: H-2040 Budaörs Sport u. 2-4, H-1239 Budapest, Vecsés út, lot number: 195836/32; company registration number: 01-09-162734, tax number: 10731084-2-44; registered by the Court of Registration of the Budapest Capital Regional Court, e-mail address: ikea.info.hu@ikea.com online via the Contact Form (hereinafter: **IKEA or Company**) enter into force on 1st May 2025 and apply to the assembly and installation services (hereinafter: **Services**) provided by IKEA. IKEA Lakberendezési Kft. is a member of the National Trade Association. IKEA reserves the right to amend or supplement these General Terms and Conditions. The amendments and additions will be available on the website www.ikea.hu and in the IKEA stores. Any changes to these General Terms and Conditions will not apply to orders placed before such change or addition takes effect. In the case of the Company and IKEA stores, the assembly services are provided using its service partner (hereinafter: **"Service Partner"**). The list of our partners can be found on www.ikea.hu.

1.1. Information Notice

By ordering the Service, the Consumer placing the order or any other customer who does not qualify as a consumer (hereinafter: **Customer**) acknowledges that they have read these GTC, as well as the provisions of the Data Processing Notice, and expressly accept them according to their wording valid at the time of ordering the service.

Consumer is any natural person acting outside the scope of such natural person's trade, independent profession, or business activity, who enters into a contract or other commercial relationship with IKEA.

Only people over the age of 18 can order the IKEA assembly/installation services.

The Customer understands that the exclusive distributor of the IKEA range is the Company. The Customer is not entitled to sell or distribute IKEA articles/services in Hungary or abroad for the purpose of resale or lease (wholesale) to third parties.

By placing an order, the Customer confirms and declares that the Customer purchases the IKEA article(s)/services covered by the offer exclusively for the Customer's own use, that the Customer is and will remain the end user of the article(s)/services purchased in the webshop on the www.ikea.hu website, and that the article(s) will not be used for the Customer's own business purposes, in particular for the purpose of reselling or leasing them to third parties.

By purchasing the articles/services listed in the IKEA offer, the Customer does not become entitled to use the trademarks, business names, logos, etc. of IKEA or the contractual partners of IKEA.

1.2. General Provisions

These GTC apply to the ordering of the assembly/installation Service available at www.ikea.hu and the IKEA stores. The Services can be ordered on terms specified in the GTC. Basic features of the services and other essential information are available on the IKEA website (www.IKEA.hu) and the stores. On days when the stores are closed (such as public holidays and 24 and 31 December), the Customer can place a request for the services online, but IKEA will not fulfil its Services on these days.

The GTC stipulate the rights and obligations of IKEA as seller and the Customer as customer (hereinafter: Customer).

2. Verification Service

Customers can order the service in person in the stores or through IKEA's telephone customer service. The Customer can indicate to the IKEA's telephone customer service that he/she wishes to purchase a Plan Verification Service by telephone, chat or by replying to an email sent after the planning. When ordering via the call centre, IKEA will send two emails to

the Customer to the email address provided by the Customer. In one of these emails, IKEA will ask the Customer to check the products to be purchased, the date of the service and the accuracy of the Customer's details. By successfully paying for the order, the Customer confirms and accepts that all the information provided in the order is correct and true, and declares that he/she has read and accepts the General Terms and Conditions of the purchase and the services. The Terms and Conditions will be sent to the Customer in this first email. IKEA will send the Customer a second email containing a payment link. By clicking on the payment link in the email, the Customer can pay for the Service before the deadline for payment. The payment of the Service constitutes the contract between the Company and the Customer. The language of the contract is Hungarian, which will be registered by IKEA.

The assembly of the entire kitchen furniture also includes the check of the completed plan, which is performed by the Company for a separate fee and is a strongly suggested prerequisite for ordering the kitchen installation service. If you purchase the kitchen furniture installation service, this cost be refunded.

Using the Company or its contracted partner (Service Partner), at a time agreed in advance with the Customer, checks the Design and Blueprint (hereinafter: Verification) at the intended installation site, to ensure that the assembly site is prepared for the commencement of the assembly/installation service, the conditions are suitable for starting the assembly / installation Service and that they are suitable for the installation of the kitchen presented in the blueprint.

The Company/Service Partner checks the location and condition of the utility connection, but is not responsible for the proper network construction and its inspection. The Company accepts liability for the accuracy of the measurements related to the kitchen furniture. The Company accepts no liability for any errors or circumstances resulting from the Customer's failure to provide information that is essential in order to complete the installation (such as the nature of use, underfloor heating, other invisible factors that greatly affect the installation, etc.). At the same time, the Customer is obliged to provide information if the Customer also wishes to install old furniture or equipment. Upon completion of the check, the Customer and the person performing the measurement shall sign a service report and a Verification form.

If there is any discrepancy noticed during the on-site verification, the person checking the measurements shall notify the Company.

If the Customer does not purchase a plan check service and purchases the installation service, the Company shall not be liable for any discrepancies between the plan and the room dimensions, any other factors that hinder the kitchen installation or any failure of the service due to the location of the standouts. These are the responsibility of the Customer.

2.1 Prerequisites for the verification:

The room is ready for the verification, based on the following criteria, such as:

- Finished floor and wall claddings as well as completed window sill claddings
- final location of electricity, gas and water outlets are prepared and finalized
- all affected parts of the room are ready and accessible for measurement, check and installation of the kitchen furniture
- if the old kitchen furniture is still installed, the countertop must be completely exposed and the elements behind which there are utility outlets (e.g. electrical, water outlet, steam extraction outlet, etc.) must be free.

If the specified room is not ready as defined above or the Customer is unable to provide adequate information for assembly/installation, the Customer shall be liable for the failure of the check and measuring and shall have no right to make any claims against IKEA. In this case, IKEA is entitled to keep the service fee as penalty. The Customer may place an order for another design check service if required, provided that the Customer books a new date and pays the service fee again.



3. Ordering and terms of assembly and installation services

Customers can order the Service in person at the store or through IKEA's telephone customer service, if they have purchased the furniture, household appliances and equipment. The Customer can indicate that they wish to purchase installation services by telephone, chat or by replying to an email sent after design. In the case of an order placed via telephone support, the Company will send two emails to the Customer at the email address provided by the Customer. In one of these emails, the Company will ask the Customer to check the products to be purchased, the date of the Service and the accuracy of the Customer's details. By successfully paying for the order, the Customer confirms that all the information contained in the order is correct and true and that he/she has read and accepted the General Terms and Conditions of the purchase and the Services. The Terms and Conditions are sent in this first email. The Company will send the Customer a payment link in the second email. The Customer can pay for the Service by clicking on the link in the email before the deadline for payment. The payment of the Service constitutes the contract between the Company and the Customer. The language of the contract is Hungarian, which will be registered by IKEA.

In case of personal purchase, the GTC of the Service will be provided to the Customer in a printed form during the Ordering process, who will have the opportunity to read it before payment. By paying for the Service, the Customer accepts the General Terms and Conditions of the Services. Based on the Order created, the subject of the contract is the assembly of IKEA articles at the place and time agreed with the Customer. Before placing a binding order, the Customer is obliged to measure all the dimensions and indicate them in the design (blueprint). The Customer can perform the necessary measurements themselves or order a pre-measurement service from the Company.

The assembly service applies to IKEA articles or kitchen equipment that is compatible, can be built in, or has been previously used but can also be built in and is in good condition, but the installation does not include the conversion of IKEA articles/appliances or any other equipment and article (such as the conversion of cabinets). In the case of non-IKEA appliances or used equipment, the Customer must provide the adequate technical specifications and ensure that the equipment is in good hygienic condition (e.g. clean, free of grease, etc.). If the Customer does not have the necessary information regarding the assembly of appliances already in use and/or the Service Partner believes the article indicated is unsuitable or dangerous for further use, IKEA has the right to refuse the assembly or installation. In all other cases, reassembly/installation is carried out at the instruction of the Customer. By placing the order, the Customer confirms that the Customer has exercised caution regarding the installation of non-IKEA articles and has inquired about the warranty/guarantee options at the equipment manufacturer/distributor, as well as whether the assembly activity carried out on the basis of these GTC affects the warranty and guarantee conditions for non-IKEA products. The Customer shall not make any claims against IKEA at any later date relating these non-IKEA articles, and shall be entitled to file a complaint with IKEA only and solely due to assembly/installation defects.

It is the Customer's responsibility to be informed about the warranty/guarantee conditions of non-IKEA equipment and to inform IKEA of this prior to the installation.

If other parts and consumables are required in order to complete the assembly, the Customer will arrange for their purchase. By accepting the order, the Company undertakes to assemble the furniture, including the accessories purchased in the IKEA store, and to fix it or mount it to the wall, based on the relevant installation information.

4. Execution of Assembly or Installation

It is the responsibility of the Customer to provide the goods and compatible equipment to be assembled and suitable for assembly, including the purchase of all parts required for the assembly, by the expected time of the assembly. All articles, equipment and parts must be of good quality, intact and complete, and must be available in the designated room at the agreed time for assembly, ready for installation. In the case of electrical and gas appliances and other kitchen appliances, sinks and faucets, it must be ensured that the network and connection comply with all regulations and

standards in force at the time of installation, and that the network is

commissioned/approved! On the day of the Service, before installation, the Company is entitled to check the place and the set-up networks, outlets, related documents (electrical permits, etc.) and if the circumstances do not comply with the regulations or the terms of this contract, the Company/Service Partner (or its subcontractor) may refuse to perform the work until proper preparation has taken place. The Company/Service Partner may suspend the Service if any unreported factors affecting the successful work occur during the work; this must be documented by the Provider and reported to IKEA in order to decide on further steps.

Our mechanics are obliged to wear personal safety protective equipment. It is the Customers responsibility to protect the area affected by the installation services and to provide dust protection (especially but not limited to floor protection and covering the furniture) before starting the installation. The Customer is solely responsible for the consequences arising from the failure of providing such protection.

The technical specifications of the non-IKEA or appliances already in use must be provided by the Customer no later than the time of the design check! The Company reserves the right to check the technical condition and specifications of non-IKEA and used equipment, and reserves the right to refuse installation if it believes the equipment is not suitable for re-installation. In this case, the Company will document the reason for the refusal with photographs and in writing.

Until the expected time of assembly, the Customer is obliged to ensure that the articles are stored at a constant room temperature and adequate humidity. The Customer is obliged to provide the assembly team with access to an electrical (230 V) socket, washbasin, restroom and running water throughout the assembly. For technical reasons, the assembly must be carried out in a room with a temperature of at least 18° C.

In addition, the Customer is obliged to provide the necessary information for the assembly work and the disposal of the waste or selected waste. The Installation Team will leave any waste generated during installation in selected conditions at the installation site.

The Customer is obliged to be present during the assembly and/or to ensure the presence of a responsible representative (the presence of a person over 18 years of age, authorized by the Customer) who represents the Customer during the assembly, and is aware of the assembly plans and is authorized to responsibly approve any necessary changes.

In the case of articles to be fixed to the wall or floor or suspended on the wall, the Customer must provide appropriate information and documentation on the type and location of power, gas and water pipes, heating pipes, etc., so that the fixing points can be established. IKEA will not be liable for any damages resulting from inadequate, incomplete information or absence of documentation. IKEA shall not examine the load capacity of the walls, such information shall be provided by the Customer, for which the Customer is fully responsible. The Customer shall ensure other relevant conditions, for example, inquire with the landlord/common representative as to whether there are any restrictions on work during the weekend, on public holidays or certain designated periods (hours) when work cannot be carried out. Prior to commencing the assembly work, the Customer shall inform the Company or the Service Partner of any important information relating to the assembly, even without being specifically asked by the Company or the Service Partner. Following assembly, the service report must be signed by the Customer and/or the responsible authorized person.

The Customer shall ensure that the assembly/installation is not disturbed by construction or other work carried out in the vicinity of the assembly/installation that affects the service provided by the Company, and that the area is empty, clean and tidy and ready for the installation of the new furniture.

Ensures the availability of furniture, equipment and necessary accessories on site for the installation.

The Customer must inform the Company/Service Partner of any defects or



missing articles before starting the work, in order to decide to what extent this affects the outcome of the service.

In the above case, however, the Company is entitled to rescind the execution of the assembly service, i.e. the contract, and shall draw up a report of this.

Furthermore, the Company is not liable for any errors or damages that have occurred due to the withholding of important information required for assembly or due to incorrect data provision.

If the assembly can only be performed at an increased cost, due to a request of the Customer or other circumstances beyond the Company's sphere of interest, the Company may charge the increased costs to the Customer only if it has informed the Customer without undue delay of this fact and of the amount of costs at the time this issue came up. If the assembly is not carried out in part or at all due to reasons arising in the Customer's sphere of interest, the Company is entitled to the compensation penalty of its costs incurred due to this situation, and such costs shall be charged to the Customer. The amount of compensation is the amount calculated on the basis of the current price list and is equal to the Call-out Fee. Appliances may only be connected to an existing, technically perfect, commissioned/approved network and to easily accessible sockets so that the appliance cable/wire to be connected reaches the place of assembly specified by the Customer. The Customer is obliged to make all sockets required for assembly easily accessible at the time of assembly/installation. If any consumables or other parts required to carry out the installation are not available at the installation site and therefore the assembly cannot be performed or completed, this shall not constitute a delay in the performance of the service and no claim on the grounds of delay or damages shall be made against the Company. The appliances must be connected within 48 hours of completing the carpentry work. Following completion of the work, the Customer or a person designated by the Customer shall confirm by signing in writing that the assembly has been carried out adequately and any changes that have been made have been made with the consent of the Customer/the Customer's representative. Obvious, visible defects must be reported immediately and recorded on the service report. An entry in the service report shall not automatically be deemed a complaint or a claim.

4.1. Furniture assembly

The service can be purchased for all furniture that does not fall into the category of kitchen or bathroom furniture. The service is provided by the Service Partners of IKEA Lakberendezési Kft.

Built-in lighting can only be connected to an existing, technically faultless, commissioned/licensed network, as well as easily accessible sockets, so that the cable/wire of the built-in lighting to be connected reaches the place of assembly specified by the Customer.

4.2. SKYTТА Installation

The purchase of this service is conditional upon the fulfillment of the SKYTТА Measurement service, the terms of which can be found in section 4.4 of the Pre-survey General Terms and Conditions.

The service is provided by Service Partners of IKEA Furnishing Ltd.

The installation fee includes all fasteners required for the installation of the SKYTТА system (plugs, screws), except for special fasteners, which the Customer must provide separately. The SKYTТА Installation service includes the mounting of the rails and bumper rods to the wall, as well as the assembly and installation of the panels.

The service does not cover the concealment of potential gaps resulting from unevenness in the wall, floor, and ceiling. Additionally, it does not include the covering of screw heads used for attaching the upper cover plate, nor does it encompass the painting work for the cover plate.

4.3. Bathroom furniture assembly

The assembly fee includes all fasteners (dowels, screws, silicone) required to

assemble the cabinets. Special tools (elbows, clamps, etc.) required for wiring must be purchased separately.

Sinks, faucets and built-in lighting can only be connected to an existing, technically faultless, commissioned/licensed network, as well as to easily accessible sockets, so that the cable/wire to be connected reaches the place of assembly specified by the Customer.

The Customer must ensure that the water connection points are in perfect condition, comply with standards and meet the parameters specified in the product installation instructions.

4.4. Kitchen Installation

The following rules apply when requesting a kitchen installation service.

The assembly fee includes all fasteners required to assemble the cabinets (dowels, screws, silicone), except for special fasteners and special adhesives. The special fittings required for connections (gas pipe, elbow, clamp, etc.) must be provided separately by the Customer.

The installation of non-IKEA appliances is not part of our basic or complete kitchen assembly service, but the Company undertakes the installation for a separate fee. The Company does not undertake the installation of household appliances other than the size of an IKEA kitchen cabinet. The Customer must inquire about the warranty conditions for the installation of non-IKEA appliances from the manufacturer of the appliance before ordering the service.

Appliances can only be connected to an existing, technically faultless, commissioned/licensed network, as well as easily accessible sockets, so that the cable/wire of the devices to be connected reaches the place of assembly specified by the Customer.

Basic assembly of kitchens:

The basic kitchen installation service includes the assembly and fixing of the cabinets, as well as the installation of the worktop, cover panels, kitchen lighting, the configuration of the location of the household appliances and the fitting of the worktops.

Complete assembly of kitchens:

The price of the complete kitchen assembly service includes the assembly and installation of the cabinets, as well as the installation of countertops and cover panels; the commissioning of electrical and gas appliances, water connection, installation and if necessary connection of kitchen lighting, worktop installation, placement of household appliances and fitting of worktops.

The devices must be connected within 48 hours of the completion of the carpentry work.

4.5. Countertop Installation Service

The Customer shall ensure that the assembly/installation is not disturbed by other work carried out in the vicinity of the assembly/installation that affects the service provided by the Company. The Customer shall ensure that the cabinets are horizontally adjusted, and that the area is empty, clean and tidy, and ready for the installation of the new countertop.

The countertop installation service includes cutting the countertop to size, cutting out the location of the built-in equipment and installing the equipment in the countertop, and checking the fixing of the cabinet frames when starting the installation and correcting them if necessary.

The countertop installation service does not include the disconnection and connection of the appliances (electricity, gas, water), these services can be ordered separately.

4.6. Wall Panel Installation Service

The Customer ensures that the assembly/installation is not disturbed by any work performed in the vicinity that may influence the service provided by the Company. The wall panels are attached using adhesive, for which the



Customer provides the appropriate adhesive according to the wall type. The Customer is responsible for ensuring the horizontal alignment of the cabinets and that the designated area is empty, clean, and organized. Power outlets and switches must be removed and disconnected, and the area should be ready for the installation of the new wall panels.

The wall panel installation service includes cutting the panels to size, cutting openings for power outlets and switches, and adhering the wall panels to the wall. The wall panel installation service does not include the removal or connection of power outlets and switches.

4.7. Ceiling Filler Installation

The Customer ensures that the location for installing the ceiling filler is obstacle-free. Ceiling filler installation includes cutting IKEA cover panels to size, attaching them to the cabinet frame between wall cabinets and the ceiling, cutting and installing ventilation grilles from IKEA's range if necessary.

4.8. Lighting Installation

Lighting installation applies to IKEA products, but the installation process does not include modifying IKEA products/appliances (such as modifying cabinets). If additional parts or consumables are needed for installation, their procurement is the responsibility of the Customer. By accepting the order, the Company undertakes the installation and commissioning of lighting, including accessories purchased at the IKEA store, based on the relevant installation information. The lighting installation service does not include wiring the lighting.

4.9. Home Appliance Installation

Home appliance installation applies to IKEA appliances or kitchen equipment that is compatible, can be built in, or has been previously used but can also be built in and is in good condition, but the installation does not include the conversion of IKEA articles/appliances or any other equipment and article (such as the conversion of cabinets). In the case of non-IKEA or used equipment, the Customer must provide the adequate technical specifications and ensure that the equipment is in good hygienic condition (e.g. clean, free of grease, etc.). IKEA does not undertake any warranty obligation for non-IKEA articles/appliances it only guarantees the professional installation. It is the Customer's responsibility to be informed about the warranty/guarantee conditions of non-IKEA equipment, and the Customer must make sure that IKEA's assembly activities do not have any negative impact on the warranty conditions of the non-IKEA product. If other parts and consumables are required in order to complete the installation, it is the Customer's responsibility to purchase them. By accepting the order, the Company undertakes to install the kitchen appliances, including the accessories purchased in the IKEA store, and to commission them, based on the relevant installation information.

Devices can only be connected to an existing, technically faultless, commissioned/licensed network, as well as easily accessible sockets, so that the cable/wire of the devices to be connected reaches the place of assembly specified by the Customer.

4.10. Disassembly of old kitchen furniture

The old kitchen furniture disassembly service can only be used when ordering a new IKEA kitchen furniture assembly service; a disassembly service can be ordered on the basis of a separate order, during which the kitchen furniture is disassembled into elements, including the uninstallation of appliances, sink and countertop. The kitchen furniture disassembly service also includes the disconnection of the related kitchen appliances, the prerequisite of which is that the Customer must inform the Company about the type and number of appliances to be disconnected, at the time of ordering the service.

The Customer shall ensure that the disassembly is not disturbed by other work carried out in the vicinity of the disassembly that affects the service provided by the Company, and that the area is empty, clean and tidy and there is sufficient space for disassembling the furniture.

The disassembly service must take place at least 48 hours before the date of the kitchen installation service. The transport, relocation and mounting of the kitchen furniture on a platform is not included in the service, the Customer must take care of this.

During the service, the Company disassembles the articles ordered at the express request of the Customer. The Customer acknowledges and accepts that damage-free disassembly cannot be guaranteed during the disassembly of the furniture, which is affected by the age of the furniture, the quality of the assembly, any possible existing damage and deterioration caused by wear. The Company reserves the right to refuse disassembly on site if it deems this justified or the disassembly dangerous (electrical wiring, plaster, cladding, suspected hidden defects, etc.). In these cases the installation personnel shall document the reason for the refusal in the service report. The Company shall not be liable if the ordered service is not performed due to the above reasons belonging to the Customer's sphere of interest.

4.11. Kitchen front replacement – basic

Replacement of existing METOD kitchen cabinet fronts with new METOD fronts; removal and installation of doors, appliance doors, drawer fronts and handles.

4.12. Kitchen front replacement – complete

Replacement of existing METOD kitchen cabinet fronts with new METOD fronts; removal and installation of doors, appliance doors, drawer fronts and handles; replacement of cover panels, deco stripes, light bars and plinths.

4.13. Replacement of kitchen appliances

4.13.1. IKEA integrated dishwasher, integrated fridge, extractor

Service content in case of installation: replacement of the appliance when purchasing a new IKEA appliance, including removal and installation of the appliance (doesn't include connection); removal and assembly of the front of the appliance. The installation dimensions of the new appliance must match those of the old appliance.

Service content for installation and connection: for the purchase of a new IKEA appliance, the replacement of the appliance, which includes the removal and installation of the appliance; the removal and assembly of the front of the appliance; the installation of the appliance. It is a prerequisite that the dimensions of the new appliance are the same as the installation dimensions of the old appliance.

4.13.2. IKEA oven, integrated hob, integrated microwave oven

Service content for installation and connection: for the purchase of a new IKEA appliance, the replacement of the appliance, which includes the removal and installation of the appliance; the disconnect and installation of the appliance. The installation dimensions of the new appliance must be the same as the installation dimensions of the old appliance.

5. Fee for the assembly/disassembly work

The fee for the assembly and the services are determined in the current price list available in IKEA stores and on the Company's website www.ikea.hu. If the price of the service is not predetermined, the Company will provide information on its website on how the price of the service is calculated. The basic price of the assembly does not include special or additional assembly parts; details are available on the IKEA website. IKEA | Service Calculator. The Customer must pay for the installation service in the IKEA store at the same time as ordering; or remotely by phone via Push Payment link. In the case of a telephone order, the Customer can only pay via the payment link sent by e-mail. The payment link directs the Customer to the page of IKEA's contracted partner Global Payment, which link directs to the Global Payment website. Hungarian Branch of Global Payment Europe s.r.o. (seat: 1117 Budapest Október huszonharmadika utca 8-10).



6. The Customer's right of withdrawal and termination

If the Customer cancels the binding order concluded at an IKEA store and rescinds the assembly contract within 72 hours prior to the commencement of the Service, the Customer is obliged to pay to the Company the applicable Call-out Fee. In case of online or phone orders of Consumers, the Consumer has the right to cancel the order without penalty before the start of the assembly or installation works/services.

It shall be deemed to be cancellation also if the Customer is not present at the site at the agreed time or if the site is not suitable for the installation work. The call-out fee must be paid within the deadline specified in the Company's notice, but no later than the new date.

7. Warranty Terms and Claims Settlement

All complaints, claims, complaints and queries relating to the assembly/installation of worktops, old kitchen installation, household appliance installation, old kitchen furniture installation and plan checking services should be addressed to the Company. All claims and complaints and questions related to the assembly work should be addressed to the Company. Complaints can be reported through the information service platforms, or in person by the Customer at the customer service desks of the stores. This applies especially to claims related to assembly work defects.

Declarations and inquiries addressed to third parties (such as the Service Partner, a member of the Assembly Team) in connection with the assembly work are not legally effective or binding on the Company.

The Company guarantees the quality of the assembly for 24 months from the completion of the assembly service. Where non-IKEA articles/appliances are installed, IKEA accepts no warranty liability for such equipment, the warranty applies solely to the installation.

Complaints about incorrect assembly are governed by the Company's Statutory Warranty, Guarantee and Product Warranty – IKEA policy.

In case of complaints or claims for damages, the Customer is recommended to submit to the Company the service report stating the visible defects, the circumstances of the work and other important circumstances, as well as, if applicable, the photographic documentation of the facts. The Company shall assess and settle the claim within 30 days after the submission of the claim, within the time limit in accordance with the applicable legal regulations.

Liability

The Company shall not be liable in any case where the articles cannot be installed, fixed or suspended in the location specified by the Customer (for example due to unevenness of the surface or inadequate wall material, quality or other conditions affecting the assembly, etc.). Problems arising from these circumstances fall within the Customer's scope of interest and are the responsibility of the Customer. The Company shall not be liable for the Customer's obligations relating to the purchase of articles (purchase of sufficient or complete goods at IKEA, purchase of all parts required for assembly, provision of fittings, pipes, other materials required for commissioning, including those that are not sold in IKEA stores).

The Company and the Service Partner shall not be liable for any defects in the assembly that are caused by a defect or incompleteness or inadequacy of the goods, provided that the Company/Service Partner has informed the Customer without undue delay and the Customer has continued to insist on the assembly.

The Company is liable for the accuracy of the measurements only if the measurement is performed by the Service Partner. If the measurement is performed by the Customer, the Customer is fully liable for the measurement and the exact description of the data required for assembly. The Customer shall ensure that the conditions required for assembly (e.g. wall construction, cladding, etc.) and other data do not change, for example, between the date of recording of blueprint data (measurements) and the date of furniture assembly/installation in such a way as to affect the measurement results, the installation activity, and its feasibility. If such changes have been made, the Company shall not be liable if it is impossible to perform the assembly and reserves the right to

refuse to provide the assembly service.

8. Information Service

The Company will answer the Customer's questions by phone at (36) 1 818 9230 or via the Contact and Complaint Form, or at the Customer Service desk of any of the Company's stores in Hungary, during opening hours, as shown at www.ikea.hu.

9. Data Processing Notice

The Company is controller of the personal data provided by the Customer. The legal basis of the data processing is the contract to fulfill the purchase order and the process any claims arising from defective performance, for the period necessary for fulfilment of the above, and further processed on the legal basis of legal obligation of the Company for purposes and periods if required by a special law (e.g. tax and accounting laws).

The provision of data is based on the contractual obligation of the parties; however, if the Customer does not provide personal data, then the order cannot be fulfilled.

The recipients of the data are the contractual partners, service providers, of the data controller that participate in the fulfilment of the purchase order and the processing of complaints.

The Customer has the right to access the Customer's data, the right to the rectification or erasure of the Customer's data, the right to restrict the processing of data, the right to data portability, or to object to the processing of data (if the processing is based on the legitimate interest of the Company).

The Company can ask Customers by SMS and email or contact them by phone for a feedback on their satisfaction with the service they received and how the Company handles possible complaints. If someone expresses dissatisfaction with the service they have received, the Company can contact them again and ask for more information so that the Company can properly inform the service provider and improve the quality of the service.

The Company process customers' personal data up to 1 year for the purpose of a customer satisfaction survey on the legal basis of the legitimate interest of the Company. The service required to carry out the satisfaction survey is provided by the Data controller's contractual partner.

Rights related to data processing may be exercised using the contact information presented below in these General Terms and Conditions – IKEA. The general privacy policy is also available on the IKEA website at the following link: Data Processing Notice – IKEA.

Contact information of the data controller: You can send a letter to: IKEA Lakberendezési Kft., GDPR, H-1148 Budapest, Örs vezér tere 22. or write an e-mail to the data controller to the following address: data.privacy.hu@ikea.com The Customer can lodge a complaint with the Hungarian National Authority for Data Protection and Freedom of Information, the address and contact information of which can be found at: <https://naih.hu> ugyfelszolgalat@naih.hu.

10. Final Provisions

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

In the event of a consumer complaint, the Consumer can contact the following authorities:

**Metropolitan Government Office of Budapest
Consumer Protection Division
Address: H-1117 Budapest, Prielle Kornélia utca 4/b.
Phone: +36 1 450 2598
E-mail address: fogyved_kmf_budapest@bfkh.gov.hu**

**Government Office of Pest County
Consumer Protection Division
Address: H-1088 Budapest, József krt. 6.
Phone: +36 1 459 4843
E-mail address: fogyved@pest.gov.hu**



Other contact details can be found at
<https://www.ikea.com/hu/hu/customer-service/returns-claims/return-policy>.

Consumer disputes arising from orders between the Company and a Customer who is deemed to be a consumer may also be settled out of court. Arbitration Boards shall have subject-matter jurisdiction over such out-of-court dispute resolution.

The Conciliation Board with territorial jurisdiction at the seat of IKEA is:

Budapest Conciliation Board attached to the Budapest Chamber of Commerce and Industry

postal address: H-1016 Budapest, Krisztina krt. 99.,
Tel: 06-1-488-2131
E-mail:
bekelteto.testulet@bkik.hu web:
www.bekeltet.bkik.hu

Conciliation Board of Pest County

postal address: H-1055 Budapest, Balassi Bálint u. 25. IV/2.,
Tel: + 36-1-792-7881,
E-mail: pmbekelteto@pmkik.hu
web: www.pestmegyeibekelteto.hu

A list of other arbitration boards is available at the following link:
<http://fogyasztovedelem.kormany.hu/>

The online dispute resolution platform is available at:
<https://www.mnb.hu/felugyelet/engedelyezes-es-intezmenyfelugyeles/fogyasztovedelmi-kapcsolattartoknak-szolo-informaciok/online-vitarendezesi-platform>

The supervisory authority for matters of compliance with personal data protection regulations is the Hungarian National Authority for Data Protection and Freedom of Information (H-1530 Bp. PO Box 5, ugyfelszolgalat@naih.hu).

These GTC and its amendments are available on the IKEA website (www.ikea.hu) and in IKEA stores. Although IKEA strives to ensure that the information provided on the website, in the IKEA stores and in these GTC is accurate, we cannot rule out the possibility of errors or erroneous data. IKEA reserves the right to amend or rectify any commitments that are incorrect due to obvious printing or other technical errors, or to correct them due to changes in law. Please also note that the articles are sold subject to stock on hand, and the services are provided subject to available capacities. IKEA reserves the right to suspend or temporarily restrict sales/services due to unexpected difficulties or shortages affecting production.

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