

GENERAL CONDITIONS FOR ONLINE PURCHASES

This document, together with all the attached documents, regulates the conditions that govern the use of this website www.IKEA.es and the purchase of products through it.

By placing an order, the Customer agrees to be bound by these General Conditions for Online Purchases, as well as the Conditions of Use, the Privacy Policy and the Cookies Policy:

<https://www.ikea.com/es/en/customer-service/privacy-policy/>

IKEA may modify these General Conditions for Online Purchases, as well as the Conditions of Use, the Privacy Policy and the Cookies Policy:

<https://www.ikea.com/es/en/customer-service/cookie-policy/>

We recommend that Customers read the conditions when they place their order, given that the conditions that are available on this website at any given time will be applicable, and the acceptance thereof is always a prior and indispensable step for contracting.

An order may be formally placed by the Customer in any of the languages that are available on the web page: Spanish, Catalan, English and Basque.

1. OUR DATA:

This website is operated by: IKEA

IBÉRICA SA, Tax ID Code

A28812618

Its registered address is at Avenida
Matapiñonera Nº 9 Post code 28703
San Sebastián de los Reyes (Madrid)

It is recorded in Companies Registry of Madrid, Volume No. 1251, Section 8, Folio 102,
Page 23,549

Telephone: 900 400 922

Email: ikeaparati@ikea.com Hereinafter
"IKEA".

Orders that may concern or that may be distributed through the IKEA Barakaldo store will be entered into with the entity, IKEA NORTE S.L., holder of TAX ID Code B84213420, with its registered address at Centro Comercial Megapark s/n, 48903, Barakaldo, (Bizkaia), recorded in the Companies Registry of Bizkaia in Volume 04539, Section 8, Folio 189, Page BU-42485, telephone number 900400922 and email address ikeaparati@ikea.com. Hereinafter, "IKEA".

2. INFORMATION AND DECLARATIONS PRIOR TO CONTRACTING

The customer, before entering into the contract and during the purchasing process, may access, save and print these general conditions of contract for their reference.

All the information and personal data that the Customer may provide when using this website will be processed in accordance with IKEA's Privacy Policy, in accordance with the data processing agreement that is specified in these Purchasing Conditions and according to the options marked by the Customer when accepting the Purchasing Conditions. The Customer declares that all the information and data that they may provide to IKEA are accurate and true. If the Customer does not provide all the necessary information, it will not be possible to process the order.

The Customer undertakes not to place any false or fraudulent order, and under such circumstances, IKEA reserves the right to cancel the order and take the appropriate actions.

The Customer declares that they are over the age of 18 and that they have the necessary and sufficient legal and dispositive capacity to enter into contracts with a financial content.

In the case of legal persons, the natural persons acting on the behalf and representation thereof, through this site, assure IKEA and related third parties who provide the contracted services that they hold sufficient representation in their favour from the corresponding legal person at the time when they make a purchase, and they assure that, at the time when the transaction is conducted, they are not violating any rights of any third party in this regard and that the data and information pertaining to the legal persons are accurate, true and reliable.

IKEA may not be held liable for any damages or losses to persons and/or property that may be the result of or be related to the preceding declaration.

3. GEOGRAPHIC SCOPE

The products that are offered through this website are only available for delivery or pick-up in Spanish territory, excluding the islands, Ceuta and Melilla.

4. IKEA PRODUCTS

The Customer declares that they know that all products sold by IKEA are for domestic use only and that the products have been submitted to testing methods in accordance with respective guidelines and standards. Nevertheless, some articles of the product range have been tested for professional or public use, and they meet the requirements of safety, durability and stability set forth in the technical standards corresponding to these uses.

The warranties offered by IKEA with respect to all its products are subject in general to the use thereof for domestic purposes. Before purchasing an IKEA product, Customers should, in all cases, ensure that it is suitable for the use that it will be given. Therefore, descriptive product data sheets are available for consultation at IKEA stores and at www.IKEA.es.

IKEA declines all liability for any claims arising from using an IKEA article for any purpose other than the one for which it was designed.

The Customer declares that they know that IKEA has no certified management systems according to international standards (ISO9000, ISO 14000, EMAS, SA8000, etc.). At IKEA, the objective is for the IKEA brand itself to be a guarantee of trust for its Customers, both for the processes that are followed and for the articles that are sold, regarding quality, safety, the environment and other corporate responsibility matters. IKEA therefore has internal management systems and protocols that cover all our processes, which are audited internally to ensure that such systems are implemented correctly at all its units.

IKEA's product manufacturing process is subject to its own quality, environmental and corporate responsibility standards, which are based on international principles and are in accordance with those established in the standards such as those mentioned above. In addition, IKEA has internal auditors who continually verify that systems are implemented correctly by all suppliers of products and services offered by IKEA.

5. TECHNICAL MEANS FOR CORRECTING ERRORS

This website displays confirmation windows for the data provided, which will not allow the Customer to continue with a purchase if the entered data is not in the correct format. In any event, before making payment, Customers may, on the web page, view the selected products and the details of their order in case it is necessary to modify the data of their order. If you detect an error after the end of the payment process, you must contact Customer Service at the following telephone number or email address: 900 400 922 / ikeaparati@ikea.com.

6. EXCLUDED PRODUCTS

The following are excluded from purchasing through the "Online Purchasing" service: natural plants, "IKEA Food" products, other food products, fabric sold by the metre, custom worktops, Persian rugs, bargain items and products that do not allow differentiation through reference numbers for all the colours in which they are available, as well as Gift Cards.

7. HOW TO PLACE AN ORDER

To place an order, Customers must, from the IKEA website, select the products they would like to acquire by creating a virtual shopping list.

Before placing an order, Customers must have followed the steps below:

1. Customers must read and understand the descriptions of the products as they are shown on this website. In the event of any doubt, Customers should contact IKEA by calling the Customer Service number or visiting the nearest IKEA store.
2. Customers must read and understand the essential and technical characteristics of the products, which are available in the production information and technical information sections of the website. Among them, any declaration pertaining to technical standards and features pertaining to the use given to the product.
3. Customers must use the website to consult the indicated price of the products and the possible promotions that may be applicable. They can view and find out the final price, including VAT or any other applicable tax, as well as the price of the selected transport service and the pick-up cost at a Store or Delivery Point. Customers are informed in advance, and they declare that they expressly acknowledge and accept, that the price of the articles included on the website of IKEA can vary, only downward, according to current promotions at any given time at each of the IKEA stores, and any current promotions at the store selected for processing the Customer's order will be applicable to their order.

After Customers have selected all the products they wish to purchase, they must select whether or not they would like the Pick-up Service at the Store or at the Delivery Point or if they are contracting home delivery through transport service.

In the former case, Customers must also include the Store, Pick-up Point or Delivery Point where they will pick up the merchandise. After making the selection, Customers may view the selected products and their final price, after having applied all discounts according to the current offers at the store they selected for processing the order, in addition to the selected delivery mode and any contracted services, as well as the cost of preparing the orders. Customers must then choose the desired pick-up and/or delivery date.

In order to be able to place an order, Customers must have previously registered by entering their data in a form. Customers must verify the data entered in the form and must verify that the selected products and services are correct. If necessary, they must go back

in the website to correct the entered data or any of the order's details if anything is incorrect.

If the Customer agrees, they must make payment by clicking on the button. "Pay now".

After payment, IKEA will immediately confirm the order via email, whereby it will send the Purchase Order together with these General Conditions for Purchases.

If the order is effectively placed, IKEA will not file the document in which the contract is formally executed. However, it will send the general conditions of contract and the withdrawal document, together with the Customer's order, to the email address designated for this purpose, so that it will be possible for the Customer to recover and save the general conditions for purchases.

8. AVAILABILITY

IKEA, on its website, will show updated information on the availability and stock of the products. Even so, it is possible that the stocks of a product whose availability has been confirmed by IKEA might run out during the order process. In this event, IKEA will notify the Customer of this situation by email and/or by telephone and will offer the following alternatives:

- Delivery of the product in a period that is longer than the one initially indicated, subject to the Customer's agreement with this situation, at no additional cost.
- Refund of the price charged within a maximum period of three business days as from the indication by the Customer that this is the selected alternative, through the same payment system used to pay for the order.

The amount to be refunded will include the expenses of the product delivery service that might have been paid for by the Customer.

9. PRICE AND PAYMENT

The prices of the products that are recorded on the website include VAT, and they are current at any given time, including the current promotions that might be applicable.

The prices on the website do not include all the specific promotions in force at the stores, therefore IKEA recommends that Customers consult the promotions per store on the local web page of each one.

All promotions that exist at the selected store for processing the order will be applied to the price of the Customer's order for the products in the order, therefore the price will be equal to or, if applicable, less than the price recorded on the web page.

The prices shown for the products do not include the order handling fee, which will be added to the total cost for the articles before payment.

Customers may use, as the means of payment, PayPal or VISA or Mastercard debit or credit cards. To do so, during the payment process Customers will have to enter the details of the card selected for payment. IKEA has contracted third-party companies to ensure the security of Internet transactions. All the data furnished for this purpose are encrypted to guarantee the maximum security thereof, and they are housed on a secure server certified in accordance with the SSL protocol.

Gift cards, promotion cards or refund cards will not be admitted as a means of payment.

IKEA may not be held liable for a lack of veracity of the data included by the Customer when placing an order or especially for the damages that may be caused to third parties due to the unlawful use of a means of payment by a Customer.

It is not possible to purchase products or pay for this service other than in the specified way, and payment cannot be made separately at an IKEA store or delivery point.

Use of the IKEA VISA card will not give the holder the right to enjoy the financing conditions generally offered by IKEA.

10. PROMOTIONS

Promotions with a promotion card discount for purchases made online can only be exchanged at physical IKEA stores. You must always present, at the checkout line, the SMS you receive when making your purchase and the receipt of your online purchase in order for the discount to be applied. Voucher cards expire at 6 months as from the purchase date. For now, you cannot use these cards in your online purchases; the cards are only valid for purchases that you make directly at your IKEA store.

The value of the discount is shown on your online purchase receipt. The required number for applying the discount appears on the SMS.

This discount is valid at any of our physical stores of IKEA IBÉRICA S.A. and IKEA NORTE S.L. (including the Delivery Point). Except for the Balearic and Canary Islands. It may not be used or exchanged for online Purchases and Services. The holder of the discount is exclusively liable for its use and safekeeping.

The amount of this discount cannot be used to offset any kind of pending balance that may exist for any reason, including the balances of financed purchases, and it may not be exchanged for cash.

IKEA's "Exchanges and Returns Policy" does not apply to this discount, therefore in no event can it be refunded or exchanged for cash.

The discount will not be replaced and the pending balance will not be refunded in the event of theft, loss, misplacement or damage. IKEA may not be held liable for possible purchases made using this discount number.

The prices of the articles that are shown on the website may vary, only downward, due to applying current promotions at the store selected by the Customer. For online purchases and for national or local promotions consisting of combos or 3x2 offers, customers will initially pay the full price of the selected article(s). The difference between the full purchase price and the promotional price will then be refunded to the customer within 72 hours using the same payment method.

11. BILLING

IKEA will use a paper invoice for the purchase of products and contracted services, which will be sent to the Customer at no charge together with the merchandise if it is picked up at the store or at the IKEA Pick-up point, or it will be sent to the Customer's address when merchandise is delivered, if the Customer has decided to contract the Delivery Service.

12. COSTS OF SERVICES

When order pick-up at the store has been requested, IKEA will be in charge of gathering together and preparing the products. This service has a fixed cost, regardless of either the purchase amount or the IKEA establishment or the delivery or pick-up point. In any event, IKEA will inform the Customer of the cost of the service before paying for the order.

Customers will not have to pay this cost if they have contracted the transport service.

This amount will not be refunded in any event if the Customer has not made the purchase as a consumer or if the Customer does not go to pick up the acquired merchandise within 24 business hours after the date that was selected when placing the order.

13. DELIVERY

IKEA will send the order within the period indicated by the Customer, which will be at most 30 days as from the date when the order is confirmed. "Delivery" will be understood to have occurred when the Customer or a third party designated by the Customer acquires physical possession of the products, which will be accredited by signing the delivery note issued by the Carrier for this purpose.

If delivery by IKEA is not possible on the date and within the time frame agreed upon with the Customer, then the order will be returned to the warehouse, and IKEA will contact the Customer to agree upon a new delivery. In these cases, the Customer must once again pay the amount of Transport before it takes place.

14. DELIVERY MODES

A. ARTICLE PICK-UP AT THE STORE

When placing an order, Customers must choose the desired pick-up date. After payment, the Customer will receive confirmation via email, which will include the purchased products and the pick-up date.

Customers must pick up the products on the pick-up date at the IKEA establishment or IKEA delivery point that they selected, during the business hours available for pick-up at each establishment/delivery point and at the merchandise collection areas provided at each store. In the event that a Customer does not pick up the merchandise on the pick-up day at their IKEA establishment or IKEA delivery point, IKEA will remind the Customer of their pick-up obligation via SMS, email or telephone. Said pick-up may be postponed a maximum of 12 hours as from the date selected by the Customer for picking up the merchandise. If the Customer does not pick up the order within said period, IKEA will be entitled to rescind the contract and reimburse the Customer for the purchase price received, using the same method of payment selected by the Customer. In this case, IKEA will not refund the costs of the service for preparing the merchandise.

In order to pick up merchandise at IKEA stores, the holder of the order must identify themselves by showing, as applicable and for the Customer's own security, either their National Identity Document, their Community Resident Card or their Passport or, if acting on behalf of a legal person, the document that proves their representation, all of which must be in force. In the event that a third party is appointed to pick up the merchandise, said party must show the copy or number of the order in order to be able to identify it, as well as one of the indicated identification documents.

B. DELIVERY VIA TRANSPORT SERVICE

IKEA IBÉRICA S.A. with Tax Identification Number A-28812618, hereinafter IKEA, with address at Avenida Matapiñonera 9, postcode 28703 in San Sebastián de los Reyes, Madrid, offers the possibility of hiring delivery for articles purchased at IKEA, as well as other additional services, in accordance with the provisions set forth in these terms and conditions and annexed documents. The following documents form part of these general terms and conditions of contract: (a) the purchase receipt, (b) the document/purchase order that details the services hired by the Customer, including the price and the date agreed upon for the provision of the services, and (c) any other attached documents that, if applicable, may be signed by the parties in witness or performance of the services provided. By accepting these terms and conditions, the Customer expressly authorises that the service may be provided by third parties specified by IKEA. The Customer also states acceptance of the conditions set forth below and assures the veracity of the information provided.

A. IKEA'S OBLIGATIONS

1. To provide the contracted Service(s) on the date(s) or within the deadline(s) and time frame(s) as stated in the order document. IKEA will not deliver or store articles which have not been purchased at IKEA. The order will include the date and time frame agreed upon, allowing for the arrival of all the goods. IKEA guarantees compliance with the agreed deadlines, unless circumstances unrelated to IKEA occur, or in cases of force majeure that prevent the provision of said services under the agreed conditions. In these cases, it shall not mean a breach of contract by IKEA.
2. The date agreed upon with the Customer for the Delivery can be modified at the Customer's request. When the request for change is received more than 24 hours before the date established for the service in the order and the new date can be provided within 15 days from the date of the order, the Customer will not incur any extra cost. However, if it is not possible to arrange a new date within those 15 days, the Customer shall assume the cost of the storage provided in section C. Delivery may not be delayed more than two months after the date agreed. Once this maximum period has elapsed, the order will be deemed void, and the price paid for the merchandise and the service will be refunded to the Customer, less the amount corresponding to the price of storage for that order, in accordance with section C.
3. If the Customer changes the delivery address, it may involve an additional cost depending on the new delivery zone.
4. If the Customer is absent on the agreed date and time, IKEA will contact the Customer by phone to agree a new date. In this case, the Customer must pay for a new delivery service, as well as storage if, when arranging a new date, the time period exceeds the 15 days of storage which IKEA provides free of charge, in accordance with the provisions set forth in Sections B.3 and C.
5. The services are ordered and paid for at the time of the purchase. IKEA will not accept subsequent payment (either in cash or by card) from a Customer for a service, unless it can provide an invoice or delivery note for the service. IKEA will only perform the services directly hired from the company. Under no circumstances will it provide additional services which are not in the contract signed by IKEA.

B. CUSTOMER'S OBLIGATIONS

1. Pay the price of the Services at the time when they are contracted and according to the prices stipulated for each Service in the attached order, using in any of the accepted means of payment.

2. To be present at the address where the service is to be carried out on the agreed date at the agreed time, or to arrange for someone else to be present. For any change to the planned date or time, the Customer must inform IKEA more than 24 hours in advance (on a business day). If this advance notice is not given within the established time frames, the Customer shall pay for an additional call-out fee or delivery as a requisite for the provision of a new service. In the cases in which the service is postponed, IKEA will also charge a storage fee in accordance with the conditions set forth in Section C. Services.

3. The correction of any data is essential for the provision of the service. Therefore, the customer declares and guarantees that the details which appear on the order (name, surname(s), telephone numbers, complete address, date and time of the planned service) are correct. The Customer must provide IKEA with a contact telephone number so that IKEA can locate the Customer to arrange the hired services and conduct follow-up.

4. Deliveries to PO boxes or public places are not admitted. In the event that the carrier has to return a second time due to an error in the data, the Customer must pay for the cost of this call-out or delivery according to the order rates.

Once the service hired has been provided, it is essential to sign the delivery note, indicating in the comments section any incidents which may have arisen during the provision of the service or any damage caused whenever visible. This will allow us to take measures to improve the service we provide and keep a record of them. No claims will be accepted which have not been stated on the delivery note, unless they involve hidden damages or defects covered by the warranty.

The Customer is responsible for checking the quantity of packages received, their condition, and for signing for them as proof of conformity, or not, upon delivery after examining the goods together with the Service Provider. The losses and/or damages of the goods and/or installations during delivery shall be stated in writing on the delivery note at the time of delivery.

In the event of damages or losses that are not immediately visible, any claims must be made within 7 days after delivery. The Customer shall submit a description in writing and photographs of any damage/issue which has been noticed. This description can be submitted in person in any of our stores or by using the form available at the following link <https://ww9.ikea.com/es/en/contact/formulario.php>. The customer may contact IKEA Customer Service by calling 900 400 922 between the hours of 9:00 a.m. and 10:00 p.m., Monday through Saturday, except for national holidays. Any claim must always include the detailed information so it can be reviewed. IKEA reserves the right to reject any claims straight away if they do not meet the stated requirements.

5. At the time when the service is hired, the Customer must ensure that there is sufficient space and clearance in the place where the delivery of the purchased articles will take place. At the time when delivery is hired, the Customer must also inform if there are any obstacles that may impede or hinder access when delivering the merchandise to the place indicated, such as small doors, narrow stairwells, non-existent or unsuitable freight or passenger lifts, pedestrian streets or streets with limited hours for traffic, etc. These circumstances will be assessed to agree upon a special price, if applicable, for delivery in these cases. If the Customer did not previously inform IKEA about such circumstances and it is necessary to provide the delivery service a second time, it shall be paid for by the Customer according to the rates, for which there will be no right to a refund of the amount of the first delivery and which could involve storage fees, in accordance with Section C.

6. The Customer will be solely liable and relieves IKEA from any liability regarding i) the use of the products in accordance with the corresponding technical specifications and instructions for use, and ii) verification of the correct placement and location in the building in compliance (if applicable) with the building plans, any obligations regarding use and

maintenance of the building, emergency and evacuation manuals, and any other requirements that may be applicable to the building in question.

7. The Customer may cancel the contracted services without penalty (Delivery), as long as the Customer notifies IKEA within the 24 business hours following the order and prior to performing the service. Otherwise, IKEA may pass on to the Customer all the costs that it may have incurred. IKEA will refund the Customer (using the same means that the Customer used to make payment) the amounts received for the hired services, within the maximum period of three business days as from notification from the Customer in such regard. Any costs incurred by IKEA will be deducted from the amount to be refunded to the Customer.

C. SERVICE

1. DELIVERY: IKEA offers a delivery service to the location indicated by the Customer in the contract for any location in Spain, except for the islands, Ceuta or Melilla. Ask in store or on the WEB about the possibility of deliveries during local holidays.

The delivery deadline will be agreed upon with the Customer in the order. If there are some products in the order which need to be delivered at a later date, the Customer may opt to wait until all the goods arrive and are delivered together, therefore paying for the storage costs according to the rate or paying for several delivery services according to product availability, of which the Customer will be informed at the time when the order is placed.

2. DELIVERY TO A PICK-UP POINT: Ask in store about the different Pick-up Points you can have your goods delivered to. Once the order is available at the Pick-up Point, the Customer will receive notification that the order is ready to be collected. If the order is not collected within three days, the order will be returned and the price of the goods will be refunded. The cost of the service will not be refunded.

3. STORAGE SERVICE: The Customer may postpone the hired delivery of the acquired articles, as indicated in the order. The first 15 days from the moment the services are hired will be free of charge to the Customer. Once this period of time has expired, the weekly amount of € 15 will be applied, which will be reflected in the order as storage service. For every additional week, successive amounts of € 15 will be applied per week. The storage service will have a maximum duration of two months from the moment the service is hired. Any delays in providing the delivery service on the dates agreed due to causes attributable to the Customer will also incur storage costs charged to the Customer, as stated in these terms and conditions.

4. Exceptions: Food, live plants or articles which are sensitive to high temperatures will not be delivered. Ask about exceptions at your local store when hiring the delivery service.

D. COLLECTION OF ELECTRICAL APPLIANCES AND OTHER ELECTRICAL AND ELECTRONIC DEVICES AND CORRECT ENVIRONMENTAL HANDLING:

IKEA hereby informs that it is qualified to sell these products in accordance with registration in the corresponding Integrated Industrial Registry and that the registration number in said Integrated Industrial Registry on behalf of IKEA Supply AG is producer number 4435, which is available at the web page: <http://www.minetur.gob.es/industria/RAEE/Paginas/Index.aspx>).

IKEA will inform the Customer, whenever the delivery of a new electrical or electronic appliance is made, about the possibility of collecting or removing the discarded product, at no charge to

the Customer, as long as the discarded product has similar characteristics and functions to the product purchased at IKEA. These items shall be collected at the place where the acquired products are delivered to the Customer or at the address of the Customer when the delivery service has been hired.

The collection of these products will be formally executed in a delivery note filled out by the carrier with the Customer, thereby indicating the collection date, the type of product, the brand and the serial number, if the latter is possible. The appliances delivered within the framework of this arrangement must be complete. The Customer must sign the delivery note, thereby verifying delivery of the discarded products. If the Customer refuses to deliver the discarded product that was going to be delivered, then the Customer must expressly record this matter on the aforementioned delivery note. The carrier will provide the Customer with a copy of this delivery note. If the Customer is not interested in having the carrier remove the electrical or electronic product or appliance, or if the appliance to be discarded is not complete, then the Customer has one (1) additional month to deliver the discarded electrical or electronic product or appliance personally, physically and directly at any IKEA store by presenting the corresponding proof of purchase of the new, equivalent appliance.

Customers are hereby informed that, in accordance with the provisions set forth in current legislation on waste electrical or electronic equipment, discarded products can be delivered to the store, logistics platform or recycling facilities by the carrier company which makes deliveries of IKEA orders.

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http://www.ikea.com/es/en/doc/billingweeemessage/ikea-weee-billing-address-message_1364636227098.pdf

15. AFTER-SALES SERVICE

In the event that a Customer has any incident with managing the reception or pick-up of their delivery or with the content of the same, they must contact the IKEA store that they chose for sending their order. Additionally, the Customer may contact IKEA Customer Service by calling 900 400 922 between the hours of 9:00 a.m. and 10:00 p.m. or by using the complaint form at the following link:

<https://ww9.ikea.com/es/en/contact/formulario.php>

In any event, IKEA informs Customers that it provides them with a litigation resolution platform that is available at the following link:

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

16. CANCELLATION, WITHDRAWAL AND RETURN

Customers have 12 hours as from confirmation of an order to cancel the purchase completely, as well as all contracted services. Customers may contact IKEA by calling 900 400 922 to cancel an order.

In such cases, they will be paid the total price through the same payment system used at the time when the order was paid for, within a maximum period of three business days as from the notification of cancellation.

No partial cancellations of an order will be admitted. Customers must place a new order.

A Customer, if they were acting in the capacity of a consumer, will have 14 calendar days as from receipt of the last of the acquired products in the same order to partially or completely exercise their right to withdraw.

To exercise the right of withdrawal, a Customer must, within said period, contact IKEA CONTACT CENTER ESPAÑA, Plaza Espiritu Santo, Parcelas 1-3, postcode 33010- Oviedo (Asturias). IKEA will furnish a withdrawal document (attached), which the Customer may or may not use for such purpose. Likewise, the Customer may send the withdrawal form to IKEA via email to: csc.ibes.ES@ikea.com.

In the cases legally provided for partial or complete withdrawal and regarding the commercial warranty of return offered by IKEA, the costs derived from returning the products will be payable by the Customer, and the products must be made available to IKEA at any of its stores in Spanish territory, except for the islands or Ceuta or Melilla, within the maximum period of three business days as from the notification of withdrawal or of the desire to return the order, if applicable.

If a Customer opted to have the products picked up by IKEA, the cost will be the same as the cost of the transport service when the order was placed, according to the rates.

In the event of partial or complete withdrawal, IKEA will refund to the Customer, through the same means that the Customer used to make payment, all payments received for the returned merchandise and for the contracted services (pick-up or transport), which, if applicable, will be proportional to the amount of the returned merchandise, within the maximum period of three business days as from receipt of the returned merchandise by IKEA.

Both in the legally provided cases of partial or complete withdrawal and regarding the commercial warranty of return offered by IKEA, if a Customer chooses pick-up and transport to IKEA, the latter will offset the price of transport, calculated according to the rates, from the total amounts to be refunded to the Customer, through the same means of payment used to make the purchase.

After the period for exercising the legal right for withdrawal has elapsed, IKEA offers a warranty to the Customer, in addition to the legal warranty, for the return or exchange of acquired products, which Customers may enforce, within the period of 365 days as from the purchase, because they change their mind.

After having verified the condition of the merchandise returned by the Customer in the exercise of this commercial warranty, if the product has not been unwrapped and maintains its original packaging, IKEA will refund the purchase amount of the product (not of the contracted services), through the same method of payment used by the Customer, within the period of three business days as from receipt. If the product that is being returned has the original packaging opened, if the product is removed from the packaging or it has no packaging or is assembled or used but is in good condition, then IKEA will provide the Customer with a Return Card, without an expiry date, for the amount of the returned products (but not for the services contracted with the order). The returns policy does not apply to contracted services.

When using Return Cards as a means of payment, the provisions set forth in Act 7/2012 of

29 October must be observed in any event, which modifies the tax and budget regulations and adapts financial legislation for intensifying actions for the prevention of and the fight against fraud, as amended, as well as the limitations set forth in the same.

Items that are worn due to use, as well as gift cards, are excluded from the Exchanges and Returns Policy. Returns of purchases made using a Gift, Promotion or Return Card will be made using the same method of payment.

Customers will be liable for the decrease in value of returned products as a result of handling of the same that is unrelated to their nature, their characteristics and/or their functioning, and in such cases, exercising the right of withdrawal or the commercial warranty of return offered by IKEA is not admitted.

To exercise these rights and warranties, Customers must present, in any event, the proof of purchase of the products.

17. WARRANTY

All products purchased through this website enjoy the same warranties as those purchased directly at IKEA stores. In accordance with the provisions set forth in Legislative Royal Decree 1/2007 of 16 November, whenever a Customer may be considered to be a consumer, IKEA will be liable for the manufacturing defects of the acquired articles within a period of two years as from delivery. After verifying the existence of a manufacturing defect in a product, IKEA will proceed to repair the product or, if applicable, replace it. If both solutions were not possible, the Customer may request a discount proportional to the price, and if the defect were serious, the Customer may request termination of the contract. Customers are bound to notify any noted defect within two months following the moment when the defect is noted.

IKEA, for certain products, offers a commercial warranty, in addition to the legal warranty, of either five, ten, fifteen or twenty years for manufacturing and/or material defects. The commercial warranty is voluntary, wherefore it is advisable, using the link indicated below, to consult the specific conditions of this warranty and its coverage, as well as the maintenance instructions of the products in order to give them the best possible treatment. This information is available at the following link on IKEA's web page:

<https://www.ikea.com/es/en/customer-service/guarantees/>.

The commercial warranties offered by IKEA with respect to its products are conditioned by the domestic use thereof. This warranty will not apply in the event that there is evidence of a different kind of use, such as professional use linked to a business activity (barring products tested for such purpose, and in any event due to the use thereof in public institutions and administrations.

The warranty for the products acquired for developing a business or professional activity is regulated by the terms of the Commercial Code and by the Civil Code.

18. APPLICABLE LEGISLATION. JURISDICTION

This agreement will be governed by Spanish law, which will be applicable wherever this agreement may be silent regarding the interpretation, validity and execution hereof.

In the event of any disagreement arising due to the purchase of products through the online sales service and arising from these General Terms and Conditions, and for the purpose of settling all disputes, the parties agree to submit to the courts and tribunals of the city corresponding to the domicile of the Customer, hereby waiving their right to any other jurisdiction.

In the case of companies, the competent courts and tribunals will be those provided for in legislation in force for each case.



Withdrawal form

(You must only complete and send this form if you wish to withdraw from the contract)

- To the attention of IKEA CONTACT CENTER ESPAÑA, Plaza Espiritu Santo, parcelas 13, postcode 33010 – Oviedo (Asturias), telephone number 900 400 922 and e-mail address at csc.ibes.ES@ikea.com.

- I/we (*) hereby inform you that I/we (*) withdraw from the sale agreement for the following good/service (*):

- Order number, on/received on (*):

- Name of the consumer and user or of the consumers and users:

- Address of the consumer and user or of the consumers and users:

Signature of the consumer and user or of the consumers and users (only if this form is submitted on paper)

Signed_

- Date _

(*) Cross out whichever is not applicable.