

GENERAL CONDITIONS FOR ONLINE PURCHASES

This document, together with all the attached documents, regulates the conditions that govern the use of this website <https://www.ikea.com/es/en/> 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/>

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

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

1. OUR DATA

This website is operated by:

IKEA IBÉRICA SA, Tax ID Code A28812618

Its registered address is at Avenida Matapiñonera N° 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".

2. INFORMATION AND DECLARATIONS PRIOR TO ENTERING INTO A CONTRACT.

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 (ISO 9000, 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 should contact Customer Service by calling 900 400 922, by sending an email to ikeaparati@ikea.com or by using the form available at the following link: <https://ww9.ikea.com/es/en/contact/formulario.php>.

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 and sizes in which they are available, as well as personalised products.

Only natural plants and products without individual colour and size references are available through the Click and Collect service. Given the nature of these products, each item is unique and may vary in shape and colour to the image shown. Our staff will choose your item from those we have available.

7. ONLINE SERVICES

On our web page, you'll find five different delivery modes, as they are defined below:

Important note for all delivery methods:

Due to the current and unexpected situation derived from the Covid-19, it is necessary to guarantee the safety and hygiene of our customers and all collaborators. Due to the above and due to the high demand, the availability of all services and modes of home delivery is limited. If is not available, you will be able to observe during the purchase process the alternative shipping methods that are available for the delivery of your order. Without prejudice to the above, the services times that are actually available may be longer than usual, according to the information and deadlines that you can check, depending on the order that you are going to place.

If there is an issue delivering your order, you will have the option to postpone delivery or cancel your order for a full refund.

IKEA may contact you, regarding your order, through email, SMS or the IKEA Ibérica official whatsapp account.

Home delivery parcel service:

If the service is available, and in those orders weighting less than 25 kg, in which none of the items exceed the measurements 78,5x55x39 cm will be sent by the parcel delivery service. On the product page, by clicking on "View more product information", you'll be able to find all the details about the measurements and volume of our articles. House appliances and those items for which the optimum conditions in the delivery of the goods cannot be guaranteed are excluded from home parcel service.

Parcel to Correos office:

All parcel orders packages weighting less than 25 kg, in which none of the items exceed the measurements 78,5x55x39 cm will be sent by the parcel to correos office service. On the product page, by clicking on "View more product information", you'll be able to find all the details about the measurements and volume of our articles. House appliances and those items for which the optimum conditions in the delivery of the goods cannot be guaranteed are excluded from home parcel service.

Home delivery

If your order does not meet the parcel characteristics, then it will be sent to your home through a transport service.

Fast delivery

In any case, whenever the service is available, and for orders of any volume and characteristics we have availability of shipping from the closest IKEA store to the customer in relation with the home delivery, we

will offer the possibility of fast shipping at the same cost as that of the modalities established for " Home delivery ". You'll be able to find out if you have the availability of fast delivery from your nearest store during your order selection process. The maximum deadline for fast delivery will be 14 days as from placing the order.

Express delivery

Express delivery may be requested on any order up to a maximum of 155 kg, so long as the service is available and the delivery address is included in the postcode areas stated at the end of the document. The maximum delivery time for express deliveries will be 14 days from the moment the order is placed.

Economy Delivery

In any case, whenever the service is available, and for orders weighting less than 50 kg, and only for deliveries to zip codes included at the end of this Terms and Conditions, you'll be able to select economy delivery. You'll be able to find out if you have the availability of economy delivery from your nearest store during your order selection process. Delivery will be made at the door of the home or landing. Only one delivery slot is available from 09:00 to 21:00. It will not be possible to choose shorter delivery ranges. It is not possible to associate this transport with an assembly or installation service, or any other service. The maximum deadline for economy delivery will be 14 days as from placing the order.

Click & Collect

We'll gather together your order, and have it prepared for you to pick up at the IKEA store of your choice.

Service available only in authorized stores. The customer can check the availability of the service in the store of their choice in the shopping cart. The order preparation and delivery process will be done according to the security measures established for the prevention of COVID-19.

Click & Collect - Locker

We collect your order and we leave it prepared in the lockers located outside our stores. When the order is ready, we will send you an SMS to the telephone number indicated in your order with the code that you must use to open the locker and pick up your order. The opening of the locker with the indicated code will automatically imply the reception of the merchandise, any incident related to the collected order must notify the day of collection, in the Customer Service Department. The code provided by IKEA is personal and nontransferable, and IKEA is not responsible for the transfer, disclosure, or improper use of the code by the customer or third parties.

Service available only in enabled stores. The customer can check the availability of the service in the store of their choice in the shopping cart.

Click & Collect at Pick-Up Point

We take your order to the pick-up point of your choice.

Service available only in enabled pick-up points. The customer can check the availability of the service in the pick-up point of their choice in the shopping cart.

8. 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 using the web form at

<https://ww9.ikea.com/es/en/contact/formulario.php>, by sending an email to ikeaparat@ikea.com, by calling the Customer Service number or by visiting their 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. They include 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 learn 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, Locker 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 only those promotions that apply to the Fast delivery, Economy Delivery, Click & Collect, Click & Collect Locker and Pick-up point modes at the IKEA store from which their order is processed will be applicable to the Customer's order.

Once Customers have selected all the products they wish to purchase, they must select if they would like the Pick-up Service through:

- Click & Collect
- Click & Collect at Locker
- Click & Collect at Pick-up point

In these cases, they must select the establishment where the merchandise will be picked up.

Or if they are contracting delivery to their home through:

- Parcel delivery / Home delivery (according to the characteristics in section 7. *Types of delivery*)
- Fast Delivery / Economy Delivery (according to the characteristics in section 7. *Types of delivery*)

After making a selection, Customers may view the selected products and their final price, after having applied all discounts according to the current offers corresponding to the selected delivery mode (section 11. Promotions), the contracted services and the cost of preparing the orders. Customers must then choose the desired pick-up and/or delivery date according to the corresponding mode.

In the case of parcel deliveries, the Customer will be given a delivery date, which in no case will be more than 30 days as from placing the order, confirmed by the parcel service company. If a customer is not available for delivery, they will have one of the transport company's pick-up points available, which will be communicated by the transport company. Without prejudice to the above, the services times that were available may be longer than usual, according to the information and deadlines that you can check, depending on the order that you are going to place.

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 a link to access these General Conditions for Purchases.

IKEA will provide the customer a link in the confirmation order e-mail that will allow the modification of

the date and time of the delivery. That option to modify the delivery date and time will be visible as long as the order status allows such modification. This option will only be available for home delivery orders, being excluded parcel shipments and economy shipping orders.

In case of contracting additional services associated with a delivery service, the customer should contact IKEA on the phone 900 400 922 to request the modification of the dates of the other services.

If the order is effectively placed, IKEA will not file, in paper format, the document in which the contract is formally executed. However, it will send the link to these terms and conditions, which contain the withdrawal document (Annex 1), to the email address designated for this purpose, so that the Customer can recover and save the general conditions for purchases.

9. 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 means of payment used to pay for the order. If this means a complete refund of 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. In the event of a partial refund, in which there were a change in the transport characteristics of an article with respect to the delivery mode of the initial order, then the refund will be adjusted according to the price difference.

10. 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 store from which the order is processed will be applied to the Customer's order, wherefore the price will be equal to or, if applicable, less than the price recorded on the web page, and the postcode included for delivery must be verified in order to verify they applicable promotion.

The prices of the products do not include the service expenses, which will be added to the total amount before payment is made.

Customers may use, as the means of payment, PayPal or VISA or Mastercard debit or credit cards. You can also choose to split the payment of your purchase using your IKEA VISA Card. Payment for your Online purchase will automatically be spread over 10 months, interest-free. If you prefer, you can alter the spread of repayments for this purchase to the normal payment schedule you have applied to your card by using the IKEA VISA App or by calling us on 902 101 335.

Consult the financing conditions of your IKEA Visa Card at <https://www.ikea.com/es/en/customer-service/our-services/finance-options/>.

* Finance offered by CaixaBank Consumer Finance E.F.C., subject to approval. NIR: 0%. APR: 0% for

purchases made at the IKEA online store. Offer valid until 31/08/2021. Minimum eligible purchase: €10
Maximum eligible purchase: €15,000.

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. Neither promotion cards will be admitted as a means of payment.

Customers may use refund or gift cards as a means of payment, as long as they place an order using the transport or parcel service, but not for orders with fast delivery, economy delivery, pick-up at the store or pick-up at delivery points.

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, locker or delivery point.

11. PROMOTIONS

Promotions with direct discount

On the web page, you'll be able to find articles for which direct discounts are applied to the price. For discounts offered as a result of being an IKEA Family member, your member number must be entered so that the discount is applied.

Some of the offered discounts are applied locally. Therefore, in order for the discount to apply, the order must be processed from the store that applies that discount, using either the Click & Collect, Fast delivery or economy delivery mode.

Sales promotions with a bonus

In sales promotions with a bonus (a product, several products, a gift card or a discount card are given away with the purchase), Customers will be informed of the specific conditions of each promotion.

For those Customers who meet the requirements of the promotion, IKEA will send them a promotion card digitally via the email address that they provided at the time of purchase, thereby including the indicated amount. This promotion card may only be used at physical stores of IKEA Spain, except for the Canary Islands and Balearic Islands, for a limited period of time.

12. BILLING

For Click & Collect, Click & Collect at Locker, Click & Collect at Pick-Up Point, Fast delivery, Express delivery or Economy delivery orders

Customers will receive a hard copy of their bill for the purchase of products and contracted services, which will be delivered together with the merchandise.

For Parcel or Home delivery orders

Customers will receive their bill digitally, via email at the time when the purchase is confirmed, for the purchase of products and contracted services.

13. SERVICE COSTS

In all circumstances, before purchasing an IKEA item, the Customer will be informed of the price of the services offered for the online channel. The Customer can also find additional information about our services here: <https://www.ikea.com/es/en/customer-service/services/>.

14. DELIVERY

IKEA will send the order by the deadline agreed with the Customer, according to the delivery mode. "Delivery" will be understood to have occurred when the Customer or a third party designated by the Customer acquires physical possession of the products.

The Customer must confirm delivery by signing the delivery note which comes with the order. If IKEA is unable to deliver your order as a result of the current state of emergency, IKEA will cover the costs of re-delivery or allow the customer to cancel the order at no cost.

For orders with Home delivery, Fast delivery, Express Delivery or Economy Delivery

If it is not possible for IKEA to make delivery on the date and within the time frame agreed with the Customer, then the order will be returned to our warehouse, and IKEA will contact the Customer to agree on a new delivery.

If the reason why we could not make delivery is because the Customer was absent, then the Customer will be charged again for the amount of the Transport before it takes place. If the cause is attributable to IKEA, then IKEA will assume the cost of the next delivery.

For parcel orders to home delivery

The parcel service company will make a delivery attempt, and if delivery does not ultimately take place, then the order will go to a delivery point of the parcel service company, where the Customer has a period of 10 days to pick up the order.

For parcel orders to Correos Office

The client will have a maximum period of 15 calendar days from the arrival of the package to the post office to pick up your order.

15. DELIVERY MODES

15.1. CLICK & COLLECT. ARTICLE PICK-UP AT THE STORE, LOCKER OR A PICK-UP POINT

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 that they selected, during the business hours available for pick-up at each establishment and at the merchandise collection areas.

For store and locker pick-up methods, customers will have the order available in the selected slot, being 24 hours the minimum order preparation time.

If after 24 hours from the pick-up day, Customer does not pick up the merchandise at their IKEA establishment, locker or pick-up point, IKEA will rescind the contract and proceed to cancel the order, making the refund of the same in the account number where the payment was made. The return of said amount will be made by IKEA within a maximum period of 3 working days, counting from the maximum period available to the customer to collect the merchandise or receiving it in one of our stores in case of purchases at our collection points. In this case, the costs derived from the service provided will not be reimbursed.

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 a copy or the number of the order in order to be able to identify it, as well as one of the indicated identification documents.

15.2. DELIVERY VIA HOME DELIVERY, FAST DELIVERY, EXPRESS DELIVERY, ECONOMY DELIVERY, PARCEL HOME DELIVERY AND PARCEL TO CORREOS OFFICE SERVICES.

IKEA offers the possibility of contracting transport services for articles purchased at IKEA, as well as other, additional services, in accordance with the provisions set forth in these terms and conditions.

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 contracted by the Customer, including the price and the date agreed upon for provision of the services, and (c) any other attached documents that, if applicable, may be signed by the parties in relation to 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. Provide the contracted Service(s) on the date(s) or within the deadline(s) and time frame(s) agreed in the order. IKEA will not transport or store any articles that have not been purchased from 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 will not mean a breach of contract by IKEA.

2. The following will apply, depending on the delivery mode selected by the Customer:

➤ For the Parcel Home Delivery service:

Delivery deadlines: We provide a delivery date within a maximum of 30 days as from the date when the order is placed, from Monday to Friday, within the Spanish mainland. Customers can track their delivery using our locator at <https://www.ikea.com/es/en/customer-service/track-my-order/>

Without prejudice to the above, the services times that were available may be longer than usual, according to the information and deadlines that you can check, depending on the order that you are going to place. Once the carrier receives the purchase at their facilities, the Customer will receive notification of the definitive shipping date. This will include a link to their web page, where the Customer can change the delivery address to a drop point at least 1 hour in advance of the notified delivery date. In this case, the parcel transport service must be contracted before a period of 5 days elapses as from the date when the initial order was placed. Said change will not involve any cost for the Customer.

On the same delivery date, the Customer will receive another notification informing them of the time frame for when delivery is expected. In the event that this time frame does not adapt to the Customer's needs, the Customer may continue modifying the delivery address, date or drop point with advance notice that exceeds 1 hour with respect to the delivery time.

The parcel transport company will make a delivery attempt, and if delivery ultimately does not occur, the order will go to a point of the parcel transport company where the Customer will be able to pick it up within a maximum of 10 days. As soon as the parcel is received at a point of the parcel company, it will send a notification to the Customer via sms/email, which includes the address where the Customer can pick up the parcel.

If it is not possible to agree on a new appointment or the service cannot be provided for a cause attributable to the Customer, then the order will be deemed to be cancelled, and the Customer will assume the cost of the previously paid transport service. Once that period has elapsed, IKEA will refund to the Customer the amount of the merchandise, object of the initial order, within 3 business days as from receipt of the merchandise by IKEA, using the same account/card or means of payment used to pay for the order.

All orders are subject to product availability. If there were difficulties regarding the supply of products or if there were no articles in stock, the provisions of section 9. *Availability*, will be applied.

IKEA will provide the customer with a link in the order confirmation e-mail that will allow the cancellation of their order. An order may be cancelled during the next hour after having been placed, as long as it is cancelled at least 48 hours in advance of the delivery date, in which case IKEA will proceed to refund the whole amount of the purchase, including the cost of transport.

➤ **For the Parcel service to the Post Office:**

Delivery deadlines: A delivery date of between 3 and 5 business days is offered from the date of placing the order, from Monday to Saturday, in Spain peninsula. There are 2300 post offices available in Spain peninsula. During the purchase process, up to 20 offices are displayed within a 500 km radius.

Once Correos receives the purchase in its distribution warehouse, the customer will receive a notification via SMS with the final delivery date. On the same day that the purchase arrives at the chosen post office, the customer will receive a second notification via SMS.

In case of not having picked up the purchase 5 calendar days after the date of receipt at the Post Office, the customer will receive a third notification via SMS.

In case of not having picked up the purchase 10 calendar days after the date of receipt at the Post Office, the customer will receive a fourth notification via SMS.

After 15 calendar days, Correos will return the order, and the customer will be informed that their purchase has been canceled and the purchase amount will be refunded except for the costs associated with transport.

➤ **For the Home delivery, Fast Delivery Express Delivery and Economy Delivery services:**

It will be the service that is applied for home delivery when the characteristics of the parcel service are not met.

1. The date agreed on with the Customer for Transport can be modified at the Customer's request, as long as the new date agreed on with IKEA is done with prior notice exceeding 48 hours in advance of the initial date established for carrying out the transport service of the order. In this case, the transport service must be agreed on prior to a period of 14 days as from the date when the initial order was placed. Such a modification will have no cost for the Customer. If, within the aforementioned period of 14 days, it is not possible to agree on a new appointment for a cause attributable to the Customer or the service cannot be provided for a cause attributable to the Customer, then the order will be understood to be cancelled, and

the Customer will assume the cost of the previously paid for transport service. Once that period has elapsed, IKEA will refund to the Customer the amount of the merchandise, object of the initial order, within 3 business days as from receipt of the merchandise by IKEA, using the same account/card or means of payment used to pay for the order.

3. If the Customer changes the delivery address, this could involve an additional cost depending on the new delivery zone designated for the service, in which case the Customer will be previously informed of the cost represented by changing the delivery location so that it can be first accepted by the Customer.

4. If the Customer were absent on the agreed date and time, IKEA will contact the Customer by phone to agree on a new date within the indicated time frames. In this case, the Customer must pay for a new delivery service.

5. Services are ordered and paid for at the time when the service is purchased. IKEA will not accept subsequent payment from a Customer as a charge for an additional service, unless it can provide an invoice or delivery note for the service. IKEA will only be liable for the services contracted directly with it. Under no circumstances will it be liable for additional or third-party services that are not contracted from IKEA.

6. IKEA will provide the customer with a link in the order confirmation e-mail that will allow the cancellation of their order. An order may be cancelled during the next hour after having been placed, as long as it is cancelled at least 48 hours in advance of the delivery date, in which case IKEA will proceed to refund the whole amount of the purchase, including the cost of transport.

B. OBLIGATIONS OF THE CUSTOMER

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. Be present at the address where the service is to be carried out on the agreed date and at the agreed time, or to arrange for someone else to be present.

- For parcel service orders and for any modification, the Customer must notify the parcel delivery company at least 1 hour in advance with respect to the notified delivery date. If this notification is not made within the established period, the Customer's order will go to a point of the parcel transport company where the Customer can pick it up within the maximum of 10 days.
- For home delivery, you must be present at the address where the service is being provided at the agreed date and time, or designate someone else to be there on your behalf. If you change the delivery location, your order will be cancelled, provided that you notify IKEA 48 hours prior to the scheduled delivery date and time, and you will receive a refund for the order and service charges. You will then need to place a new order and agree on a new delivery date. IKEA must be notified of any changes to the scheduled date and time at least 48 (working) hours in advance. If you do not notify IKEA within the established time frame, you will be required to pay for re-delivery before the new service is provided.

3. The correction of any data is essential for provision of the service. Therefore, the customer declares and guarantees that the details that 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 for the contracted 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 contracted service has been provided, delivery must be confirmed as indicated in Section 14. Delivery, indicating any incidents that may have occurred while the service was being provided or any visible damage caused in the section on incidents. This will allow IKEA to make necessary improvements to its services and keep a record of these. Any claims that are not communicated as indicated in Section 14, Delivery, shall not be accepted, except in the case of concealed damage or defects covered by the warranty.

If you use a delivery service, you are 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 approve (or do not approve) of the number of packages and their condition, after you have checked the items. You must indicate in writing any loss and/or visible damage suffered by the packages during transport as indicated in Section 14. Delivery.

The Customer must submit a description in writing and, if applicable, photographs of any damage/incident that has been noticed. The written claim can be presented in person at any of our stores or through 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 9:00 a.m. and 10:00 p.m., Monday through Sunday, except for national holidays. Any claim must always include the detailed information so that it can be reviewed.

5. By signing, you acknowledge that IKEA has notified you of the size of your order and declare that the property to which they will be delivered is sufficiently sized and accessible for these items. In the event that IKEA must cover additional costs associated with the delivery, you will be informed in advance of the additional delivery cost. If you do not inform IKEA of these details and your delivery service involves re-delivery, you will be required to pay the corresponding fee and will not be entitled to a refund.

6. The Customer will be solely liable and relieves IKEA from any liability regarding i) 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 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. IKEA will provide the customer with a link in the order confirmation e-mail that will allow the cancellation of their order. An order may be cancelled during the next hour after having been placed, as long as it is cancelled at least 48 hours in advance of the delivery date, in which case IKEA will proceed to refund the whole amount of the purchase, including the cost of transport.

C. 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.

Collection of these items shall be recorded in writing, as indicated in Section 14. Delivery, by the customer in the presence of the driver, stating the collection date, product type, brand and, if possible, serial number. The appliances delivered within the framework of this arrangement must be complete. The Customer shall confirm delivery as indicated in Section 14. Delivery, and verify that old products have been collected. If the Customer refuses the collection of the old product for which collection was requested, the Customer shall explicitly state this refusal, as outlined in Section 14. Delivery. 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 that makes deliveries of IKEA orders.

<https://www.ikea.com/es/en/doc/billingweeeemessage/ikea-formulario-de-retirada-weee.1364636713611.pdf>

16. 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 nearest IKEA store. Additionally, Customers 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>

17. CANCELLATION, WITHDRAWAL AND RETURN

Order cancellation

IKEA will provide the customer with a link in the order confirmation e-mail that will allow the cancellation of their order. An order may be cancelled during the next hour after having been placed, as long as it is cancelled at least 48 hours in advance of the delivery date, in which case IKEA will proceed to refund the whole amount of the purchase, including the cost of transport. Customers also can contact IKEA by calling 900 400 922 to cancel an order.

In such cases, the total price will be refunded 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. In this case, the Customer must cancel the entire order and then place a new order.

Once this period has elapsed, IKEA cannot guarantee that the order has not already left our facilities. If this is the case, the delivery cost of the goods paid for previously will be deducted from the refunded amount.

If IKEA is unable to deliver your order as a result of the current state of emergency, IKEA will cover the costs of re-delivery or allow the customer to cancel the order at no cost.

Right of withdrawal

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

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.

To exercise the right of withdrawal, a Customer must, within said period, contact IKEA CONTACT CENTER ESPAÑA, C/ Me falta un tornillo 5, Arroyo de la Encomienda 47195 (Valladolid). IKEA will furnish a withdrawal document (attached with these terms and conditions), which the Customer may or may not use for such purpose. Likewise, the Customer may send the withdrawal form to IKEA via email at csc.ibes.ES@ikea.com.

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. If the Customer opted to have IKEA pick up the products, then the costs derived from the return will be payable by the Customer, which costs are indicated in section 13. *Service costs*. This cost will be offset by the total amount to be refunded to the Customer.

Return

After the period for exercising the legal right to 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, due to changing 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 the amount 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 contracted services). 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.

The cost of returns with the furniture removal service can be found here: <https://www.ikea.com/es/en/customer-service/returns-claims/return-policy/>, together with the returns policy. The price of the item to be returned must be equal or superior to the return service cost as the price of the returns service will be subtracted from the total value of the return.

Terms and conditions for parcel returns from a Post Office

To return products by means of the Post Office parcel service, the following conditions must be met: From the time of request, the customer has 14 days to take the items concerned to a Post Office. All returned products must be sent in a single package and all the products within must come from the same order. You may not return products from different orders in the same package. The total weight of the returned products must not exceed 30 kg. If returning in a box, the sum total of the length, height and width must not exceed 210 cm, nor must its longest dimension exceed 120 cm. If returning in a roll or tube, its length must not exceed 120 cm. The cost of the service will be subtracted from the refund amount, which will be processed within 72 hours once the products are received and checked in the

store.

In the event that the goods returned corresponds to the article indicated in the returns order and the article is included in the receipt/order number indicated by the customer:

In online purchases: Refund will be via the payment card used by the customer at the time of purchase

For purchases made in store: Refund will be made via bank transfer (to the account number indicated in the form)

If a different IKEA product arrives to that indicated by the customer in the form and this article is included in the corresponding ticket, a refund will be made for the price on the ticket of the article received.

If a product arrives in the parcel in poor condition, is not an IKEA product, or the product belongs to IKEA but is not included in the ticket indicated by the customer, no refund will be made and we will contact the customer (by any of the means provided on the form) to inform of this situation and provide a period of 30 days to remove the article we have received. IKEA will not be held responsible in the event that the customer does not remove the article in the time period stated above.

18. 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.

19. 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.

ZIP CODES WITH ECONOMY DELIVERY ENABLED

01400, 01409, 01474, 01476, 08001, 08002, 08003, 08004, 08005, 08006, 08007, 08008, 08009, 08010, 08011, 08012, 08013, 08014, 08015, 08016, 08017, 08018, 08019, 08020, 08021, 08022, 08023, 08024, 08025, 08026, 08027, 08028, 08029, 08030, 08031, 08032, 08033, 08034, 08035, 08036, 08037, 08038, 08039, 08040, 08041, 08042, 08100, 08104, 08105, 08106, 08107, 08110, 08120, 08130, 08150, 08160, 08170, 08172, 08173, 08174, 08184, 08191, 08192, 08193, 08194, 08195, 08196, 08197, 08198, 08201, 08202, 08203, 08204, 08205, 08206, 08207, 08208, 08210, 08213, 08214, 08221, 08222, 08223, 08224, 08225, 08226, 08227, 08228, 08290, 08291, 08330, 08390, 08391, 08620, 08690, 08802, 08820, 08830, 08840, 08849, 08860, 08901, 08902, 08903, 08904, 08905, 08906, 08907, 08908, 08911, 08912, 08913, 08915, 08916, 08917, 08918, 08921, 08922, 08923, 08930, 08940, 08950, 08960, 08970, 08980, 11001, 11002, 11003, 11004, 11005, 11006, 11007, 11008, 11009, 11010, 11011, 11012, 11100, 11400, 11401, 11402, 11403, 11404, 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29591, 29592, 29620, 29630, 29631, 29639, 29640, 29649, 29650, 29720, 30001, 30002, 30003, 30004, 30005, 30006, 30007, 30008, 30009, 30010, 30011, 30012, 30100, 30107, 30108, 30109, 30110, 30120, 30130, 30139, 30140, 30150, 30151, 30152, 30157, 30158, 30159, 30160, 30161, 30162, 30163, 30164, 30165, 30166, 30167, 30168, 30169, 30500, 30506, 30507, 30508, 30509, 30560, 30562, 30564, 30565, 30570, 30579, 30820, 30830, 30831, 30832, 30833, 30834, 30835, 30836, 33001, 33002, 33003, 33004, 33005, 33006, 33007, 33008, 33009, 33010, 33011, 33012, 33013, 33070, 33071, 33080, 33100, 33140, 33170, 33171, 33172, 33173, 33174, 33180, 33183, 33186, 33187, 33188, 33189, 33190, 33191, 33192, 33193, 33194, 33195, 33196, 33199, 33200, 33201, 33202, 33203, 33204, 33205, 33206, 33207, 33208, 33209, 33210, 33212, 33213, 33290, 33299, 33340, 33350, 33390, 33391, 33392, 33393, 33394, 33400, 33401, 33402, 33403, 33404, 33405, 33410, 33411, 33412, 33416, 33417, 33418, 33420, 33422, 33423, 33424, 33425, 33426, 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46013, 46014, 46015, 46016, 46017, 46018, 46019, 46020, 46021, 46022, 46023, 46024, 46025, 46026, 46035, 46100, 46110, 46111, 46112, 46113, 46114, 46115, 46116, 46120, 46128, 46131, 46132, 46133, 46134, 46182, 46192, 46200, 46210, 46220, 46225, 46230, 46290, 46394, 46419, 46420, 46430,

46439, 46440, 46450, 46460, 46469, 46470, 46900, 46901, 46909, 46910, 46920, 46930, 46940, 46950, 46960, 46970, 46980, 46988, 46989, 47001, 47002, 47003, 47004, 47005, 47006, 47007, 47008, 47009, 47010, 47011, 47012, 47013, 47014, 47015, 47016, 47017, 47018, 47130, 47131, 47132, 47140, 47150, 47151, 47152, 47153, 47155, 47161, 47169, 47170, 47171, 47190, 47191, 47192, 47193, 47194, 47195, 47196, 47197, 47200, 47239, 47240, 47270, 47280, 47281, 47290, 47610, 47620, 48001, 48002, 48003, 48004, 48005, 48006, 48007, 48008, 48009, 48010, 48011, 48012, 48013, 48014, 48015, 48100, 48110, 48111, 48112, 48113, 48114, 48115, 48116, 48120, 48150, 48160, 48170, 48180, 48190, 48191, 48192, 48194, 48195, 48196, 48330, 48340, 48390, 48410, 48450, 48480, 48490, 48498, 48499, 48500, 48508, 48510, 48520, 48530, 48550, 48600, 48610, 48620, 48630, 48640, 48650, 48810, 48820, 48830, 48840, 48850, 48860, 48901, 48902, 48903, 48910, 48920, 48930, 48940, 48950, 48960, 48970, 48980, 48990, 48991, 48992, 48993, 50001, 50002, 50003, 50004, 50005, 50006, 50007, 50008, 50009, 50010, 50011, 50012, 50013, 50014, 50015, 50016, 50017, 50018, 50019, 50020, 50059, 50090, 50110, 50120, 50162, 50171, 50172, 50173, 50174, 50180, 50191, 50192, 50193, 50194, 50195, 50196, 50197, 50198, 50410, 50411, 50420, 50430, 50720, 50730, 50740, 50820, 50830.



Withdrawal form

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

To the attention of:

IKEA CONTACT CENTER ESPAÑA

C/ Me falta un tornillo 5

47195 - Arroyo de la Encomienda (Valladolid) Telephone: 900 400 922

Email: csc.ibes.ES@ikea.com.

I hereby inform you that I withdraw from the sales agreement of the following order and of the good or goods and the services of which it is composed:

Order no.: _____ Received on: _____

Consumer's name: _____

Consumer's address: _____

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

Date: _____