

Returns Policy of IKEA Retail Sp. z o.o.



I. General provisions:

1. Under this Policy the goods purchased from IKEA Retail Sp. z o.o. ("IKEA") in the territory of the Republic of Poland can be returned within 365 days of the date on which the goods were delivered or picked up, regardless of how the purchase was made (in store, online, or by phone).

2. The Customer can return the goods to Customer Service in any IKEA store in Poland. To return the goods, the Customer shall produce as proof of purchase: the original receipt or VAT invoice (either in electronic or paper form), or an IKEA FAMILY card (issued in the territory of the Republic of Poland) that has been used to register the purchase.

3. The provisions set out in this Policy shall not preclude the rights that the Customer is entitled to as a consumer within the meaning of art. 221 of the Civil Code based on (a) the Civil Code Law of 23 April 1964 on warranty for the thing sold, (b) the guarantee – for goods to which guarantee applies, and (c) the right to rescind a remotely concluded agreement pursuant to the Act on Consumer Rights of 30 May 2014. Proof of purchase is required for the warranty or guarantee to apply.

4. The Customer who has concluded a remote purchase agreement may rescind it within 14 days regardless of the reason for rescission, pursuant to the Rules of Providing Services Remotely, which are available at IKEA.pl/regulaminy.

II. Terms and conditions of returns

1. IKEA shall accept upon their return the goods that:

a) are in the original and undamaged (i.e. unopened) packaging and in the condition that they were delivered to the Customer, meaning that they do not show marks of wear and tear;

b) are unpacked (i.e. the goods are returned in the original, but opened packaging or without the original packaging) and show only the marks of handling necessary to establish the nature, characteristics and functioning of the goods when unpacked and assembled. This means that the Customer has the opportunity to try and test the goods in home conditions but shall not use them.

2. IKEA shall refund the above-mentioned goods in the following manner:

a) in the case of goods unused and originally packed, as referred to in section II.1.a hereinabove, returned within 365 days of the date on which the goods were delivered or picked up – using the original payment method;

b) in the case of the goods referred to in section II.1.b hereinabove:

i. returned within 14 days of the date on which the goods were delivered or picked up – using the IKEA refund card.

ii. returned within the period of 15 to 365 days of the date on which the goods were delivered or picked up – using the IKEA refund card:

c) in the case of goods that have been paid for with an IKEA

electronic card (a gift or refund card), Sodexo vouchers or in the case of replacing the above-mentioned goods purchased in instalments (without amending the respective instalments agreement with the Ikano Bank AB (publ.) Spółka Akcyjna Oddział w Polsce), returned within 365 days of the date on which the goods were delivered or picked up – using the IKEA refund card.

3. The IKEA refund card is valid for an indefinite period of time and is an accepted means of payment in any IKEA store in the territory of the Republic of Poland.

4. IKEA reserves the right not to refund the goods that the Customer has handled beyond the way described in section II.1.b (e.g. goods that are dirty, scratched, dented, or show signs of having been washed). However, should a decision to accept the return of such goods be made, IKEA reserves the right to reduce the refund to reflect any reduction of the value of the goods. The amount of reduction of the refund shall be decided by a Customer Service worker in an IKEA store.

5. IKEA shall not refund the following:

- a) IKEA electronic cards (gift and refund cards),
- b) unpacked mattresses (as they can be replaced within 90 days pursuant to the Rules of Replacing a Mattress Purchased from IKEA Retail Sp. z o.o. within 90 days),
- c) products (such as worktops and wall panels) purchased pursuant to the Rules of Purchasing Custom-made Goods at IKEA Stores,
- d) goods purchased in the As-Is Department,
- e) food products,
- f) plants,
- g) the textiles and items made to individual order (as part of the stitching and embroidery service) pursuant to the Rules of Providing Services by IKEA Retail Sp. z o.o.,
- h) goods modified by the Customer,
- i) value of a promotion discount or rebate,
- j) items purchased under a leasing agreement.

III. Final provisions:

1. The content of this Policy is available at IKEA.pl/regulaminy and in Customer Service departments of IKEA stores.

2. The amended terms and conditions of the Policy do not affect the rights and obligations acquired by the Customer before this Policy has come into effect. The amended terms and conditions of the Policy are available at IKEA.pl/regulaminy and in IKEA stores.

This Policy comes into effect as of 11 November 2018 r.

Prior Returns Policies apply to the goods purchased before 11 November 2018 respectively; the prior Policies are available at the Customer Service departments in IKEA stores and at IKEA.pl/regulaminy.

