

## 365 days to change your mind

It is important to us that you are happy with your IKEA purchase. If you are not totally satisfied, or simply just change your mind, simply return your products to IKEA within 365 days. We will give you a full refund of the price of the goods that are returned with proof of purchase and, if possible, the packaging.

IKEA will refund you by the same method as your original payment for products. You can return any product, even if you assembled it, as long as it is in unused and in perfect status. In case an article does not meet these criteria, we may refuse the return or offer an exchange or a voucher.

This policy applies in case you change your mind and is in addition to your statutory rights and IKEA commercial guarantees.

This return policy applies to IKEA articles you either purchased in an IKEA store or via IKEA online. IKEA Service Products (delivery, assembly, other) are not covered by this return policy, the respective Terms & Conditions apply.

## Questions & Answers

The terms and conditions set out in this policy apply to all goods purchased from IKEA [country], whether you buy in store, online or by phone.

### **Can I cancel my order?**

Yes, of course! When you place an order at IKEA for an IKEA product, you can cancel your order at any time until at least 2 days before the delivery date. We will provide a full refund of the price of the goods and our delivery charges.

You can still cancel your order with less than 2 days' notice prior delivery; however the delivery costs will not be refunded.

After receiving the last goods of your order, you are allowed to return the order within 365 days for a full refund of the price of the goods, regardless of the reason.

### **Can I cancel my order of services?**

If you have ordered services, e.g. assembly, you can cancel your order for any reason within 2 days prior to execution.

You will have no right to cancel the services performed, if you have given your prior express consent for the commencement of the services and acknowledged that you will have no right to cancel the services that have been performed. We will refund you the charge for the services that have not been performed up to the time of your cancellation.

### **How do I cancel my order?**

Just notify us either by phone or in writing.

- Call us on [telephone number]. Please have your order acknowledgement email at hand and be ready to quote your order number and to specify what should be cancelled.
- E-mail us using the contact form at [http://www.ikea.com/ch/it/customer\\_service/contact\\_us/contact.html](http://www.ikea.com/ch/it/customer_service/contact_us/contact.html) [e-mail address]. You must include your order number in the e-mail and specify what should be cancelled.

Your cancellation will take effect from the day it is sent to us.

**How will I know the cancellation of my order has been processed?**

If you cancel your order with us, we will confirm our receipt of your cancellation by email.

**Can I test and try the products that I've ordered from IKEA?**

Yes, you may even assemble the product(s) to be able to test and try them at home! If you decide to return your products, we would however prefer you to bring or send them back in their original packaging. If you damage the product beyond what is necessary to test the nature, characteristics and functioning of the product, we reserve the right to not refund you the full price of the product because of its decreased value.

**How do I return my goods?**

We offer three return options for your convenience:

1. You can always bring the goods you want to return to any IKEA store in Switzerland. Bring proof of purchase and, if applicable, the payment card with which you paid for the goods.
2. IKEA also offers to collect the unwanted items. A collection fee, equal to the delivery costs, will apply for returning the goods. Please refer to the General Conditions for Delivery and Assembly Services through [www.ikea.ch](http://www.ikea.ch) and call the Customer Support Centre, phone number 0848 801 100 (max. CHF 0.08/min/Festnetz). Please provide your order number and delivery receipt. Note: Unpacked or assembled articles must be in a transportable condition.
3. Smaller items may be sent back to IKEA via Post at your own expense to IKEA AG – Customer Relation, IKEA Spreitenbach. Müslistrasse 16 – 8957 Spreitenbach. Please ensure you include your name and order number so we can swiftly and correctly process your return.

You agree to return the goods unused and in perfect status and, if possible, with the original packaging. You also agree to take reasonable care of the goods from the time that they are delivered to you until the time that they are returned to IKEA.

**What are the conditions for collection?**

To facilitate the collection, we ask you to provide IKEA with as much details as possible of relevant features of the delivery address, e.g. which floor the items are to be collected from, whether there are any narrow doors etc. You also agree to ensure that there is suitable access to the chosen collection location.

If our representative considers that collection is likely to cause damage to the goods or to your property, they will inform you and record this concern on the collection document. If you want our representative to collect the goods anyway, we will not be liable for any damage caused (provided that reasonable care is taken in collecting the goods).

A collection document provided by the representative must be signed by you to confirm that the collection has taken place. If you are not personally available to accept collection of the goods you may appoint an adult representative to do so on your behalf.

**How much will I be refunded?**

We will give you a full refund of the price of the goods that are returned within 365 days, with proof of purchase. IKEA has the right to reduce your refund to reflect any reduction in the value of the goods, if this has been caused by you handling them in a way which goes beyond what is necessary to establish the nature, characteristics and functioning of the goods.

**How will I get refunded?**

We will refund you with the same payment method you made the payment with

**When will I get refunded?**

You will receive your refund when we have received the products or evidence that you have sent the products to us.