

Please note: This English translation is provided for information purposes only and has no legal force.

1. Scope of application

The following General Terms and Conditions of IKEA AG (hereinafter referred to as "GTC") apply to purchases of IKEA articles at IKEA AG (hereinafter referred to as "IKEA") in Switzerland. The current version published on www.ikea.ch/GTC at the time of purchase applies.

Any contractual amendments, other agreements and conditions set forth by the customer only become part of the contractual agreement if acknowledged in writing by IKEA.

2. Conclusion of the contract

The contract for the purchase of the IKEA articles is concluded upon payment at the store checkout. Payment signifies customers' recognition of the GTC.

When purchasing or ordering IKEA items in the online shop, customers offer to enter into a legally binding contract by agreeing to these GTC and confirming their order. IKEA confirms receipt of orders in an e-mail sent immediately after the order has been received. The contract is only considered to have been concluded once this confirmation has been sent. The conclusion of the contract is subject to the availability of the IKEA product ordered. The goods remain the property of IKEA until payment has been made in full.

3. Offer

Accessories, decoration or similar items depicted in the product images do not form part of the offer unless they are explicitly listed as being included. Colour, finish and structure of the IKEA articles displayed Online may vary slightly.

4. Price information

All prices include VAT and other statutory taxes, but – unless stated otherwise – excludes delivery and assembly fees.

Prices charged at the IKEA furniture store may differ from those charged by IKEA's Swiss Online Shop.

5. Payment methods

IKEA offers various payment options. All options are listed on our webpage www.ikea.ch.

If the IKEA gift cards or prepayment card is used as payment method abroad, a currency conversion fee will be applied. The fee is 3% of the in CHF converted amount. No cash change will be given on purchases made using a gift card or a prepayment card.

Online purchases on account for individuals

The payment method "purchase on account" is processed in partnership with our external partner KLARNA Bank AB, to which we assign our payment claim. In addition to the GTC, the KLARNA Bank AB general terms and conditions and privacy policy (<https://www.klarna.com/ch/agb-en/>) apply, which the customer must explicitly accept before completing the payment process. The purchase on account payment method is not available for all offers (as for example Click & Collect and Express delivery) and is subject to a successful credit check and other assessments carried out by KLARNA Bank AB.

Please note that the delivery address and billing address must be the same for the purchase on account payment method. IKEA remains responsible for general customer queries (e.g. regarding goods, delivery times, dispatch), returns, complaints, cancellation statements and deliveries and credit notes, including when an order has been purchased using the purchase on account payment method via KLARNA Bank AB.

6. Verification of goods/complaints

Customers must check that IKEA articles are complete and undamaged immediately upon receipt. Defects identified at a later moment, must be reported to IKEA immediately after their discovery.

7. Warranty claims and IKEA's liability

Customers' warranty claims expire two years after taking receipt of IKEA articles.

IKEA is not liable for defects which customers identified, or must have identified, on receipt or acceptance of the IKEA articles, but failed to report to IKEA either immediately or within the warranty period.

Customers lose their warranty rights if they fail to assemble the IKEA articles in accordance with the

IKEA assembly instructions or treat the IKEA articles improperly.

Should any product for which IKEA is responsible be defective, IKEA has the choice to remedy the defect in IKEA product, by replacing the product with the same or an equivalent product like for like or refund the purchase price.

Under all claim circumstances, IKEA assumes liability only in the event of wilful misconduct or gross negligence and for direct damage caused wilfully or by gross negligence. IKEA is not liable for any other damage, including indirect and consequential damage and lost earnings.

IKEA accepts no liability for mistakenly inaccurate or missing information in the catalogue or on the IKEA Website.

The customer may only offset claims against IKEA that are undisputed and legally established.

8. Warranty conditions

On individual IKEA articles IKEA may grant longer warranty periods than those specified under point 7 ("guarantees").

These specific guarantees will be subject to the guarantee terms which appear in the IKEA catalogue at the time of purchase and the time limits specified.

Unless the guarantee terms state otherwise, customers' obligations to check IKEA articles and report complaints shall be governed by the provisions of points 6 and 7 above *mutatis mutandis*.

If IKEA replaces defective IKEA articles on which it has given guarantees with same or similar items, the special guarantee periods will not restart from the beginning as a result of the replacement delivery.

In addition to the above warranty and guarantee provisions, the following provisions apply to upholstered furniture:

For upholstered furniture with leather: leather is an authentic natural material. Every hide tanned into leather has its own living pattern of scars and wrinkles. This is why every hide is a unique piece. Marked and shaped by nature, hides may exhibit differences in colour caused by creases and the

structure of the hide. These natural differences in colour are not defects or grounds for complaints.

When additional orders for upholstered furniture are placed with a view to completing a set, or when re-ordering such articles, differences in colour compared with the initial order cannot be ruled out. Differences in colour where items are re-ordered are not defects or grounds for complaints.

With regard to additional orders for upholstered furniture placed with a view to completing a set, or in the event of such articles being re-ordered, IKEA reserves the right to make changes to models or to discontinue sales of a particular model.

9. Exchanges and returns

IKEA articles purchased in Switzerland may be returned or exchanged within 365 days without stating reasons, even if they have already been assembled. The precondition for this is that they must be unused and in flawless condition. IKEA will reimburse the full purchase price for unused goods that are returned with the original packaging and receipt.

In the case of mattresses, customers are entitled to a 90-day trial, within which period the mattress can be exchanged for a new one.

IKEA refunds the purchase price by the same method as was used to pay for the products in the first place. If an article does not meet the return criteria, IKEA reserves the right to refuse to take it back or to offer an exchange or a prepaid card.

The unwanted IKEA articles may be collected by the IKEA service partner. The fees currently applicable are set out under point 5 of the GTC: Delivery and assembly service.

The current provisions are available at www.ikea.ch/GTC.

10. As Is and Second Life Articles

IKEA does not provide any guarantee or exchange and return rights for As Is nor Second Life articles and is exempt from all liability to the extent permissible under applicable law.

11. Packaging materials, electrical appliances, lighting and batteries

All packaging materials of IKEA articles can be returned to any IKEA furniture store free of charge, as can electrical appliances, lights and batteries.

12. Delivery and assembly service

IKEA's delivery and assembly services are subject to special General Terms and Conditions (hereinafter referred to as "Delivery and Assembly Service GTC") and the GTC. The Delivery and Assembly Service GTC are available at www.ikea.ch/GTC.

13. Data protection

The storage and processing of customer data is governed by the latest version of IKEA's data privacy policy, which is available at www.IKEA.ch/datenschutz.

14. Customer service/complaints

Queries and complaints relating to IKEA articles and their delivery and assembly are handled by the customer service department in one of the IKEA furniture stores in Switzerland or by IKEA's central customer service department:

IKEA Customer Support Centre

Müslistrasse 16

8957 Spreitenbach

E-mail: www.IKEA.ch/Contactform

Tel.: 0848 801 100 (max. CHF 0.08/min. from landline phones)

15. IKEA site

The roads, parking areas and pedestrian walkways on the IKEA site are public areas. The relevant laws apply, as do IKEA's house rules.

16. Applicable law and place of jurisdiction

Swiss law applies exclusively, to the exclusion of its conflict-of-law rules and the Vienna Sales Convention.

The place of jurisdiction is Spreitenbach. IKEA and its customers also have the right to take court action at the customer's place of residence.

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1. Scope of application

The delivery and assembly of IKEA articles to IKEA customers is governed by the following General Terms and Conditions (hereinafter referred to as "Delivery and Assembly Service GTC"), in addition to the General Terms and Conditions of IKEA AG (hereinafter referred to as "GTC"). In the absence of any specific provisions in the Delivery and Assembly Service GTC, the GTC shall apply.

In case of conflict, the Delivery and Assembly Service GTC take precedence over the GTC.

The Delivery and Assembly Service GTC are available at www.IKEA.ch/service. The version published at the time of purchase or order shall apply.

2. Delivery and assembly area

IKEA AG (hereinafter referred to as "IKEA") only provides delivery and/or assembly services for customers with a delivery address in Switzerland or Liechtenstein.

Furthermore, IKEA delivers ordered items to IKEA furniture stores and designated pick-up points in Switzerland for customers to collect (locations: www.ikea.ch/standorte). Special provisions shall apply in this regard (see Points 18 and 19).

3. Conclusion of the contract

Customers place orders for delivery and/or assembly services either through an employee in one of IKEA's Swiss furniture stores or through IKEA's Swiss Online Shop.

Orders become binding upon confirmation by IKEA (via e-mail or by issuing the order confirmation) or upon payment at the checkout.

4. Right of revocation

Orders can be cancelled in writing (letter or e-mail) or by telephone, specifying the order number, up until three days before the delivery or assembly date.

If the order is cancelled later, IKEA will be entitled to charge a processing fee of CHF 100, plus the cost of any expenditure no longer required up to a maximum of 100% of the price of delivery and

assembly.

5. Prices

The current fees for delivery and assembly services are available at www.IKEA.ch/service. The rates applicable at the time of order shall apply.

IKEA will calculate delivery costs for quantities of goods exceeding 3 tonnes or 18 m³ on request.

The price for delivery and assembly services includes VAT and other statutory fees.

6. Payment terms and methods

Delivery and assembly services must be paid for in full at the time of order.

For the payment methods accepted by IKEA, the provisions of Point 5 GTC shall apply.

7. Scheduled delivery and assembly times

Customers will be notified of their scheduled delivery and assembly time with their order confirmation. Exceptions apply for package deliveries for which the estimated delivery date is communicated.

Scheduled delivery or assembly times take the form of four-hour time slots. Assembly may take longer than four hours.

Customers will be notified of substantial delays in delivery. Delivery delays and overruns of delivery times will not entitle the customers to cancel the contract or to demand a refund of all or part of the purchase price.

8. Goods only delivered and assembled in the presence of adults

IKEA articles are only delivered to, or assembled in the presence of, an adult.

9. Absence of customers and refusal to accept delivery

If customers are found not to be present at the delivery address at the scheduled time of delivery or assembly or if they refuse to accept delivery, they will be notified of a new scheduled delivery or assembly time as quickly as possible. In this case, IKEA will be entitled to charge a processing fee of CHF 100, plus the

cost of any additional delivery or call-out of the service partner in accordance with the applicable delivery and assembly fees. The current fees can be reviewed online at www.IKEA.ch or at the deliveries desk in the furniture store.

If the goods cannot be delivered owing to circumstances for which the customers are responsible, IKEA may charge the customers CHF 5 per day for the storage of the IKEA articles from the 11th day following the announcement of their availability.

10. Delivery terms

Goods are generally delivered to one room of the customers' home, provided the access road is suitable for transport by truck and provided the structure of the building permits (e.g. door size and staircase). It is the responsibility of the customers to clarify in good time whether these requirements are fulfilled and, if not, to inform IKEA of the fact promptly. Should the customer fail to do so, he or she will be liable for any additional costs that may arise.

Parcels are delivered to the customers' front door.

If the delivery requires additional equipment (e.g. ladder lift), or if access is difficult (e.g. because a long distance has to be covered on foot), customers must inform IKEA of the fact in advance. Customers will be billed separately for the resulting costs.

If the delivery address is in a car-free location, IKEA will only deliver to the base station or to the nearest point accessible by truck.

IKEA will not deliver any bargain corner articles or plants.

11. Assembly terms

IKEA articles are assembled according to the assembly instructions enclosed with every IKEA article.

Wall and ceiling installations require the structure of the wall or ceiling to be suitable and are only carried out at the special request of the customer and exclusively at his or her risk.

Electrical and plumbing connections are not carried out for legal reasons. The cabling and installation of consumer electronics are also beyond the scope of the assembly services offered.

12. Kitchens and bathroom

The installation of kitchens and bathrooms is not included in the purchase price. IKEA is responsible

exclusively for the manufacturing and delivery of kitchens and bathrooms.

IKEA provides the details of a service partner for the installation of kitchens and bathrooms as well as any electrical or plumbing lines. The respective installation contract (service agreement) is to be concluded between the customer and the service partner.

IKEA does not accept liability for any losses resulting from this contractual relationship.

13. Duty to check and reporting of defects

Upon delivery or following assembly by the service partner, customers must check the IKEA articles to ensure that they are complete and free of defects. If any defects are found, they must be reported to the service partner immediately on the spot and recorded on the delivery note.

In other respects, defects and IKEA's liability are governed by Points 6-7 of the GTC.

14. Liability for delays in delivery or assembly

In the event of a delay in delivery or assembly for which IKEA is responsible, under all claim circumstances, IKEA assumes liability only for direct damage caused wilfully or by gross negligence.

IKEA assumes liability up to the invoice amount for the IKEA products at the most. IKEA is not liable for any other damage, including indirect and consequential damage and lost earnings.

15. Return of packaging

IKEA customers can hand all packaging materials belonging to the IKEA articles to the service partner provided the service partner is not kept waiting for longer than five minutes. Otherwise, packaging materials can be disposed of free of charge in any IKEA furniture store.

Where customers have placed an assembly order, the service partners will always take the packaging material for the assembled IKEA articles away with them.

16. Disposal of used furniture

IKEA customers who make use of the delivery service can give IKEA's service partner items of used furniture to take away for disposal. The furniture must be dismantled and ready for transportation.

Special charges apply to the disposal service. These are available at www.IKEA.ch/service.

17. Restrictions in the case of express deliveries and assembly directly from the furniture store

Express deliveries and assemblies are restricted to an area within around 30 minutes' driving time of the relevant IKEA furniture store ("Express Zone").

It must be possible to effect delivery directly to the customers' doorstep without encountering obstacles and without the aid of special equipment (e.g. ladder lifts).

17.1. From the Store

Detailed information regarding the delivery zones can be obtained from the deliveries desk in the IKEA furniture store. Customers will be notified of the time of delivery/assembly at the deliveries desk.

Delivery will take place within 48 hours of the order being placed. If the delivery order is placed the day before a Sunday or a general public holiday, delivery will take place on the next working day but one. Fragile items such as crockery or mirrors may not be delivered.

The Express assembly service is only available in combination with an express delivery and will be carried out in the express zone within a maximum of 72 hours of the purchase of the IKEA articles.

17.2 Online

Express deliveries can only be booked online, cannot be combined with assembly services and are not available for all items. Whether or not an Express delivery can be accommodated will be indicated in the last step of the online order process. If the product and Express delivery are available, delivery will be made within 48 hours of receipt of the order. Where an order is placed the day before a Sunday or public holiday, delivery will be made the day after the following workday.

18. Special provisions for picking up ordered items at IKEA furniture stores

18.1. Scope of application

The "Picking up ordered items at IKEA furniture stores" service covers delivery of the ordered item(s) to an IKEA furniture store in Switzerland as well as subsequent on-site storage of the item(s) until handover to the customer at the furniture store in question.

In other respects, these Delivery and Assembly Service GTC shall apply accordingly.

18.2. Pick-up times and storage fee

Customers may pick up ordered items during opening hours at the IKEA furniture store of their choice. Details of locations and opening hours are available at www.ikea.ch/standorte.

If the customer fails to pick up their ordered item(s) on the agreed date, a second collection date will be arranged with the customer by telephone within three days. If this second date also passes, applies below Point 18.3.

18.3. Non-collection

Non-collection of an ordered item or items by the customer within the agreed period will be deemed as refusal to accept delivery. The item(s) will be returned to storage, the service costs will no longer apply and the value of the item(s) will be refunded.

19. Special provisions for picking up ordered items at pick-up points

19.1. Scope of application

The "Picking up ordered items at pick-up points" service covers delivery of the ordered item(s) to an IKEA service partner (pick-up point) as well as subsequent on-site storage of the item(s) for up to 10 days including handover of the item(s) to the customer at the service partner's premises.

The location of the IKEA service partner is not an IKEA location.

19.2. Pick up and storage fees

The ordered goods can be picked up during the Service partners opening hours. The locations and the opening hours can be found under: www.ikea.ch/standorte.

For an agreed pick up period, beyond the 10 days period, the service provider has the right to add a 5 CHF fee for each subsequent day.

19.3 Not picked up goods

For non picked-up goods outside the agreed period will be seen as refused goods. The goods will then be sent back to an IKEA location, the delivery costs will be lost and the value of the goods refunded.

20. Customer service/complaints

Queries and complaints relating to IKEA articles and their delivery and assembly are handled by the customer service department in one of the IKEA furniture stores in Switzerland or by IKEA's central customer service department:

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21. Applicable law and place of jurisdiction

Swiss law applies exclusively, to the exclusion of its conflict-of-law rules and the Vienna Sales Convention.

The place of jurisdiction is Spreitenbach. IKEA and its customers also have the right to take court action at the customer's place of residence.