

TERMS & CONDITIONS FOR CUSTOMER RATINGS AND REVIEWS

These Terms and Conditions govern your use of customer rating and review services at IKEA AG (hereinafter the "CRR service"). In the event of a conflict between [the data protection regulations of IKEA AG](#) and these Terms and Conditions, the present Terms and Conditions apply in relation to the CRR service.

IKEA AG owns and operates the CRR services. All the brands, names, titles, logos, images, designs, texts and other materials used on the CRR services web pages belong to IKEA AG or one of its contractual partners. No rights (user/intellectual property rights etc.) are acquired by accessing, downloading or copying the page. The complete or partial reproduction, transmission (by electronic or other means), modification, linking or use of CRR services is prohibited without the prior written consent of IKEA AG.

You can set up a user profile for the use of CRR services. When registering you select a user name and password. You must keep your password secret, notifying IKEA AG without delay if your access data are at risk of being misused by third parties, so that IKEA AG can take the necessary action.

By submitting content when using CRR services you declare and guarantee:

- that you are the sole originator and holder of the copyrights to such content
- that all content published by you corresponds to the truth
- that you are at least 18 years old
- that the use of the content provided by you neither breaches the present Terms and Conditions nor will damage any natural person or legal entity.

Furthermore you declare and guarantee that you will submit no content:

- that you know to be false, inaccurate or misleading
- that breaches a copyright, patent, brand, commercial secret or individual or data-protection rights of a third party
- that breaches applicable law
- that is or could appear to be defamatory, libellous, inflammatory, discriminatory on the grounds of religion or ethnic origin, threatening or insulting to an individual, a partnership or a company
- for which you have received a payment or other consideration from a third party
- containing information on other websites, addresses, e-mail addresses, contact information or telephone numbers
- containing computer viruses, worms or other potentially harmful computer programmes or files.

For all content submitted by you, you grant IKEA AG free of charge an indefinite, irrevocable, transferable licence to use, delete, adjust, publish and prepare copies, modifications, translations and work derived from them, and/or to sell and/or distribute such content and/or to include such content in any forms,

media or technologies anywhere in the world and for any purposes (including marketing and promotional purposes) and with no remuneration for you.

You undertake to defend and indemnify IKEA AG (together with its official directors, representatives, authorized proxies, subsidiary companies, joint ventures, employees and external service providers including Bazaarvoice, Inc.) in respect of all claims, demands and losses including consequential losses of any nature, whether known or unknown, including reasonable legal costs, arising from your failure to adhere to the assurances and guarantees given by you above, or from the violation by you of a law or third-party rights.

The activation and use of all content submitted by you are in the sole discretion of IKEA AG. IKEA AG reserves the right to alter, shorten or delete at its entire discretion any content disseminated by you via the CRR service that IKEA AG believes to be incompatible with applicable law, internal content regulations or any other provision of these Terms and Conditions. IKEA AG does not guarantee that it will enable you to process or delete content submitted by you. Ratings and written comments are normally published within two to four working days. IKEA AG reserves the right, however, to decline to publish contributions or remove contributions already published on any grounds whatsoever. You acknowledge that you yourself, not IKEA AG, are responsible for the content of your contribution.

By providing your e-mail address in connection with your rating you declare your agreement that IKEA AG and service providers associated with IKEA AG may use your e-mail address to contact you about your rating status and other administrative matters. Data transmission between you and IKEA AG is conducted via the Internet. Please note that the Internet is an open network accessible to all, and as such cannot be regarded as a secure environment. IKEA AG accordingly accepts no responsibility or liability for the security of your data when it is transmitted via the Internet.

IKEA AG gives no guarantees in connection with the CRR services and excludes any existing statutory guarantee. IKEA AG does not guarantee that the content of CRR services is correct, complete or up to date, nor does it guarantee that CRR services are free of defects and harmful components such as viruses. IKEA AG makes every effort to ensure that CRR services are available whenever possible. You acknowledge, however, that 100% availability is not possible and that the availability of CRR services is not an entitlement.

IKEA AG is entitled to alter these Terms and Conditions at any time. IKEA AG is also entitled at any time to discontinue CRR services in whole or in part without notifying you.

If any provision of these Terms and Conditions is ineffective, their remaining provisions are unaffected thereby. The ineffective provision will be replaced by a legally effective provision as close as possible to the intent and purpose of the ineffective provision. The same applies to any omissions. Material Swiss law applies to and in connection with disputes arising from these Terms and Conditions. Conflict-of-laws provisions are excluded. The sole place of jurisdiction is the registered office of IKEA AG, though IKEA AG is also entitled to bring an action against you at your domicile.