



## 送貨服務

親力親為，省時又省錢！我們亦可代您把貨品送到府上，收費相宜。詳情請向店務員查詢。

### **Home delivery service**

Save time and money, take furniture home yourself or we can arrange home delivery at reasonable rate. Please contact our staff for details.



## 為什麼我們鼓勵顧客於購貨後三十日內安排送貨？

我們的營運宗旨是為顧客帶來最價廉物美的產品；故此，為減省倉貯成本，如顧客未能於三十日內安排送貨，我們將聯絡顧客取消售貨單並安排退款。

### 顧客如須取消或更改送貨安排.....

為提供相宜及高效率之送貨服務，我們的車隊以最緊密的安排，確保貨品如期運抵府上。顧客如須更改送貨時間，懇請儘早提出，請於送貨日前三天電郵至[schedule@IKEA.com.hk](mailto:schedule@IKEA.com.hk)作有關安排。否則我們將收取港幣\$200服務附加費。如在送貨當日，因送貨地址無人應門，是次送貨費將不會獲退回。如須再次安排送貨，我們會再次收取送貨費用。

## Why do we encourage our customers to arrange for delivery of goods within 30 days from date of purchase?

Keeping our prices low is our way of transferring the benefits to you, our customers. Minimising the warehousing cost is one of them. So if you cannot arrange to have your goods delivered to you within 30 days of purchase, we shall contact you to arrange for a cancellation of the order and arrange for a refund.

### If you would like to cancel or change a delivery order.....

Good logistics mean good prices. By keeping a well-orchestrated schedule and routing, our fleet of delivery trucks can ensure that your goods would arrive at your place on time. If you need to make any alternative arrangements, please reserve enough time for us to reshuffle. Please send email to [schedule@IKEA.com.hk](mailto:schedule@IKEA.com.hk) 3 days in advance for our arrangement, otherwise we will charge HK\$200 as administrative fee. There will be no refund of delivery charge on delivery failure due to an unattended recipient address upon arrival of goods at the appointed time. Should delivery be rescheduled in such circumstance, we will require additional delivery charges.

貨價 Product price	≤\$1,000	>\$1,000 - \$3,000	>\$3,000	送貨地點沒有升降機或貨品須經樓梯送貨 Buildings without lift or product can only access through staircases  每層 \$50 · 以八層為限 \$50 per floor up to 8 floors
香港區、九龍區及新界區 Hong Kong Island, Kowloon and the New Territories	<b>\$100</b>	<b>\$200</b>	<b>\$250</b>	
東涌市及珀麗灣 Tung Chung Town and Park Island	<b>\$140</b>	<b>\$240</b>	<b>\$290</b>	
愉景灣 Discovery Bay	<b>\$350</b>			
離島地區* Outlying Islands*	貨價之10%、最低收費為 10% of the product price, the minimum charge is <b>\$1,000</b>			

\* 離島地區顧客可安排門市貨品與貨倉貨品合併運送。

\* Customers from outlying islands in Hong Kong can arrange combined delivery of items sent from our store and items sent from warehouse.

## 送貨服務條款及細則：

- 送貨服務不適用於以下地點：如禁區、5.5公噸或以上貨車不能進入的路段、展覽場地、酒店、裝修單位、船屋/船、地盤、貨櫃碼頭。貨品須經露台懸掛入屋內或現場環境不容許運送所購買之貨品的地點。
- 若送貨地點沒有升降機或貨品須經樓梯送貨，顧客須繳付每層港幣\$50之搬運費，以八層為上限。
- 所有貨品必須在購貨日後三十天內安排送貨；如顧客未能在三十天內與本公司聯絡安排送貨，我們將以短訊聯絡顧客取消售貨單並安排退款。
- 如有任何更改或取消，請於送貨日前三天電郵至[schedule@IKEA.com.hk](mailto:schedule@IKEA.com.hk)作有關安排。否則我們將收取港幣\$200服務附加費。
- 送貨服務收費為卸貨點之100米範圍內，否則我們將收取港幣\$300搬運費。  
離島地區之搬運費如下：  
(a) 50米起至100米以內須付港幣\$150；  
(b) 100米起至200米須付港幣\$200；  
(c) 200米以上須付港幣\$300。  
此收費將由宜家家居委派之送貨隊直接收取及提供發票。
- 如送貨當天遇上惡劣天氣、嚴重水浸、道路阻塞或封閉，送貨服務將有可能延誤或暫停。我們會在24小時內以短訊及電話聯絡顧客再作安排，補送服務將於七天內完成。
- 離島地區指：大嶼山(石門甲道迴旋處以南)、南丫島、長洲及坪洲。
- 送貨服務不適用於家飾用品部貨品、易碎貨品及陳列品。
- 如須送貨至客運碼頭，顧客須自行安排海路運送及貨物上落事宜。
- 如在送貨當日，因送貨地址無人應門，是次送貨費將不會獲退回。如須再次安排送貨，我們會再次收取送貨費用。
- 收貨人需年滿18歲並為您的授權代表，任何收貨人的指示、所提供的信息或行為均代表您本人。

## Home Delivery Service Terms & Conditions:

- Delivery service is not applicable to restricted area, road which prohibited truck weighted 5.5 tones or above, exhibition site, hotel, apartment under renovation, boat house/boat, construction site, container terminal, address where goods delivery have to go through the balcony, or location that is not feasible for goods delivery.
- For buildings without lift or for product that can only access through staircases, there will be additional delivery charge of \$50 per floor, up to 8 floors.
- All items will be arranged for delivery within 30 days from date of purchase. If you cannot arrange your goods to be delivered to you within the said period, IKEA will contact you via SMS to arrange for a cancellation of the order and a refund.
- If you would like to reschedule or cancel the delivery, please send email to [schedule@IKEA.com.hk](mailto:schedule@IKEA.com.hk) 3 days in advance for our arrangement, otherwise we will charge HK\$200 as administrative fee.
- Service covers addresses only within a 100m parameter of the unloading point. For addresses outside the prescribed scope, HK\$300 surcharge is required.  
For outlying islands, charges are as follows:
  - (a) HK\$150 for delivery address between 50m and 100m;
  - (b) HK\$200 for delivery address between 100m and 200m;
  - (c) HK\$300 for delivery address for over 200m.Charges will be collected and receipt will be provided by IKEA Home Delivery team.
- The deliveries may be delayed or suspended on days of bad weather conditions, serious flooding or blocked or closed roads. We shall contact you within 24 hours via SMS and phone for rescheduling of delivery and such delivery will be made within 7 days thereafter.
- Outlying Islands refer to: Lantau Island (areas accessible by the Tung Chung Road south of Shek Mun Kap Road on Lantau), Lamma Island, Cheung Chau and Peng Chau.
- Home delivery service does not apply to Market hall items, breakables & display items sold.
- Should deliveries be made to a ferry terminal, the customer must arrange their own drop off/ pick up logistics.
- There will be no refund of delivery charge on delivery failure due to an unattended recipient address upon arrival of goods at the appointed time. Should delivery be rescheduled in such circumstance, we will require additional delivery charges.
- The person receiving the goods at your delivery address shall be over 18 years of age and shall be deemed your authorised representative and that any instructions/ information provided and act done by such authorised representative shall be deemed instructions/ information provided and act done by you.

宜家家居保留解釋及修訂此服務之條款及細則之權利。

IKEA reserves the final right to interpret and modify the terms and conditions herein.