



澳門地區送貨及其他服務

家在澳門的您，無論到香港任何分店選購傢具或於 IKEA.com.hk 網上訂購，都可到位於澳門市內的提貨中心自行取貨。我們亦樂意為您提供送貨、組裝及其他服務，收費相宜。詳情請向店務員查詢。

Macau delivery and other services

Whether you order direct from our Hong Kong stores or simply shop online at IKEA.com.hk/en, you can pick them up at the Merchandise Pick-up Point located in downtown Macau. We can also arrange home delivery, assembly and other services for you at a nominal fee. Please contact our staff for further information.

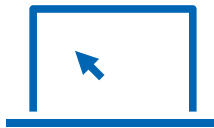


澳門顧客訂貨方法

Ordering methods for Macau customers



或 or



親臨香港宜家家居購物
Shopping at IKEA Hong Kong

於 www.IKEA.com.hk 網上購物
Online shopping at www.IKEA.com.hk/en

如有任何查詢：
For Enquiries



電郵

Email enquiry@IKEA.com.hk



澳門客戶支援中心免費熱線

Toll-free hotline **0800-347** (10:30am - 7:30pm)

公司訂單請聯絡 IKEA BUSINESS：
For Business orders, please contact IKEA BUSINESS

IKEA®
BUSINESS

IKEA.BUSINESS@IKEA.com.hk

(852) 2648-9488

星期一至五 9:00am - 6:00pm
Mon-Fri, 9:00am - 6:00pm



提貨服務

Merchandise pick-up service

為方便您，我們可**免費**將您訂購的貨品運送至澳門提貨中心，中心更每日開放，讓心愛的傢具能更早成為您家的一份子。

- 提貨服務不適用於易碎貨品、陳列品。
- 請憑發票正本或已列印的網上購物訂單發票到提貨中心提貨。
- 顧客若於提貨前7日內要求更改提貨時間，顧客須繳付HK\$350行政費。新的提貨日須為通知更改送貨日起計至少5日後。
- 顧客若未能在指定時間之7日內提貨，則須繳付存倉費為每日HK\$100 (由第八日起計)。
- 提貨中心提供手推車借用服務，只需繳付押金MOP500，待歸還時取回。
- 當8號颱風懸掛，提貨中心將暫停服務。

We will ship your order to Macau for **FREE**, and you can pick them up at Macau Merchandise Pick-up Point any day of the week.

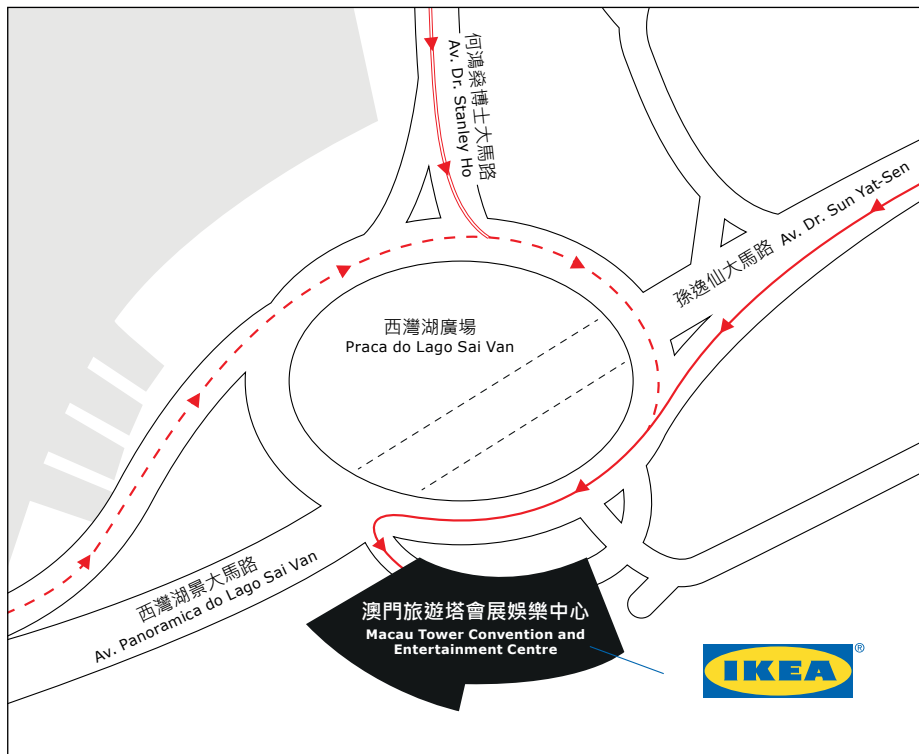
- Our merchandise pick-up service does not apply to breakables and display items sold.
- Customer must present their original Sales Memo or printed Online Sales Order Invoice to collect the merchandise at Macau Merchandise Pick-up Point.
- An administration fee of HK\$350 will be charged for re-scheduling made less than 7 days before the scheduled pick-up date. The re-scheduled pick-up date should be at least 5 days after the re-schedule request.
- If customer is not able to pick up within 7 days of the specified date, a storage charge of HK\$100 per day will be imposed (Starting from the 8th day).
- Customer can borrow a trolley at Macau Merchandise Pick-up Point with MOP500 deposit, and get back the deposit upon return.
- Macau Merchandise Pick-up Point will be closed when typhoon signal No.8 is hoisted.

澳門提貨中心

澳門旅遊塔會展娛樂中心二樓EH3店 (10:30am – 7:30pm)

Macau Merchandise Pick-up Point

Shop EH3, Level 2, Macau Tower Convention and Entertainment Centre, Largo da Torre de Macau
(10:30am – 7:30pm)





送貨服務 Home delivery service

貨價 Product price	≤HK\$1,000	>HK\$1,000 - HK\$3,000	>HK\$3,000
送貨費 Delivery charge	HK\$320	HK\$420	HK\$520
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 HK\$50 · 以八層為限 HK\$50 per floor up to 8 floors		

- 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道路、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HK\$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，請於送貨日前七天電郵至schedule@IKEA.com.hk作有關安排。否則我們將收取HK\$350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HK\$300搬運費。(此收費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。
 - 送貨服務不適用於易碎貨品、陳列品、植物及食品。
 - 如需送貨至客運碼頭，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，是次送貨費將不會退回。如需再次安排送貨，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。
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- 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 HK\$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 7 days in advance for our arrangement otherwise we will charge HK\$350 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. (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.
 - Home delivery service does not apply to fragile items, display items, green plants and food items.
 - 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 fee 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.



組裝服務 Assembly service

如顧客選用組裝服務*，費用為所購貨品售價的15%，最低收費HK\$100。

* 此服務只限於宜家家居貨品組件的安裝，並不適用於廚房及浴室。

Assembly service is available at a charge of 15% of the product price*, minimum charge is HK\$100.

* Please note this assembly service charge is strictly limited to IKEA product assembly and not applicable for kitchen and bathroom areas.



三十日退貨及更換保證 30-day return and exchange guarantee

- 如果您對所購買的貨品不滿意，只要在發票日期三十日內，帶同發票正本或已列印的網上購物訂單發票及未經啟封及使用的貨品原包裝到香港宜家家居或澳門提貨中心作退款。如顧客須安排上門回收貨品，請先致電澳門客戶支援中心免費熱線 0800-347 與我們聯絡。
- 回收費須以現行送貨費繳付。
- 所有減價及使用信用卡分期付款計劃之貨品，只可作更換其他貨品或宜家家居禮券(有效期為半年)。
- 澳門提貨中心不設貨品更換。
- 此更換及退款保證，不適用於曾經組裝的貨品、宜家家居禮券、LAXNE無縫石櫃台板、已損壞的玻璃貨品、陶瓷、鏡、床上用品、燈膽、經裁剪的布料及窗簾、特價陳列品、植物、食品以及簽收後才損壞的真品。
- If you are not entirely satisfied with your purchase, simply return both the original Sales Memo or printed Online Sales Order Invoice and the unused item in its original package to any stores in Hong Kong or to Macau Merchandise Pick-up Point, within 30 days of the date of the Sales Memo or Online Sales Order Invoice for a refund. Before bringing your item(s) to the Macau Merchandise Pick-up Point, please submit your return request to our toll free hotline at 0800-347 for arrangement.
- If customer prefers to have their items collected by our delivery team. They will be charged according to our delivery price plan.
- Goods or items purchased under discount and/or Credit Card Instalment Program can only be exchanged for another product (of equal or higher value and the customer shall pay the difference in product price) or IKEA gift voucher (valid for 6 months).
- The exchange of products cannot be made at the Macau Merchandise Pick-up Point.
- We regret that we cannot accept returns for previously assembled items, IKEA gift vouchers, LAXNE solid surface worktop, damaged glassware, earthenware, mirror, bedlinens, light bulbs, cut fabric, cut blinds, discounted display items, green plants, food items or items damaged after acknowledgment of receipt.

宜家家居保留解釋及修訂所列服務之條款及細則之權利。

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