



提貨服務細則

Merchandise pick-up service condition

為方便您，我們可**免費**將您訂購的貨品運送至提貨中心，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5日內要求更改提貨時間，顧客須繳付澳門幣\$220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5日內提貨，則須繳付存倉費為每日澳門幣\$100 (由第八日起計)。
- 提貨中心提供手推車借用服務，只需繳付按金澳門幣\$500，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 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 MOP\$220 will be charged for re-scheduling made less than 5 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 5 days of the specified date, a storage charge of MOP\$100 per day will be imposed (Starting from the 8th day).
- Customer can borrow a trolley at Macau Merchandise Pick-up Point with MOP\$500 deposit, and get back the deposit upon return.
- Macau Merchandise Pick-up Point will be closed when typhoon signal No.8 is hoisted.



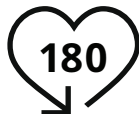
組裝服務 Assembly service

如顧客選用組裝服務*，費用為所購貨品售價的15%，最低收費澳門幣\$110。如貨品備有上牆配件，此傢俱必須固定在牆上，避免因翻倒而發生意外。

* 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 MOP\$110. If anchoring device is provided, the furniture must be fixed to the wall permanently to prevent it from tipping over.

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

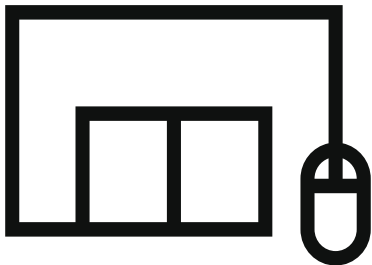


一百八十日退貨及更換保證 180-day return and exchange guarantee

- 如果您對所購買的貨品不滿意，只要在發票日期一百八十日內，帶同發票正本或已列印的網上購物訂單發票及未經密封及使用的貨品原包裝到澳門分店之顧客服務部作退款。如顧客須安排上門回收貨品，請先致電澳門客戶服務熱線 0800-347 與我們聯絡。
- 回收費須以現行送貨費繳付。
- 所有減價之貨品，只可作更換其他貨品或澳門宜家家居禮券(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、澳門宜家家居禮券、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貨品。
- 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 IKEA Macau 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 IKEA Macau Customer service area, 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 can only exchanged for another product (of equal or higher value and the customer shall pay the difference in product price) or IKEA Macau 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 Macau 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.



提貨服務

我們為您提供分店預訂傢具並自行提貨服務，您可以安排在澳門提貨中心自行提取貨品，費用全免。

*澳門提貨中心的提貨服務設有尺寸限制，詳情請向店務員查詢。

Merchandise pick-up service

You can place order on furniture items from our stores; and arrange to pick up your merchandise at Macau Tower—IKEA Merchandise Pick-up Point for free.

* There is a size limitation for the merchandise pick-up service at Macau Merchandise Pick-up Point, please contact our staff for details.



澳門提貨中心

澳門旅遊塔會展娛樂中心二樓EH3店 (10:00am – 8:00pm)

Macau Merchandise Pick-up Point

Shop EH3, Level 2, Macau Tower Convention and Entertainment Centre, Largo da Torre de Macau (10:00am – 8:00pm)



提貨服務須知

無論您在澳門分店或網上訂購傢具，您都可以在澳門提貨中心提取已購買的貨品，請憑發票正本或網上購物訂單之列印本到提貨中心提貨，並可以用不同的方法安排運送貨品回家：

1. 自行駕車

請顧客進入地下停車場P1停車區，商場停車場提供30分鐘免費停泊*，請帶備發票正本或網上購物訂單之列印本到顧客服務部提取貨品。

2. 電召輕型貨車

我們可提供輕型貨車供應商的聯絡方法，協助您將貨品送到府上。

宜家家居保留解釋及修訂此服務之條款及細則之權利，並以英文版本作準。

How to pick-up your merchandise at Macau Merchandise Pick-up Point?

You can arrange to pick up your merchandise at Macau Merchandise Pick-up Point, no matter from Macau store you placed the order or when you have purchased online. Customers must present their original sales memo or printed online sales order invoice to collect the merchandise. There are several ways for you to collect them.

1. Drive yourself

Access to the designated loading zone on P1 at Macau Tower to enjoy 30 minutes free parking* offered by Macau Tower. This allows you to pick up the merchandise at Customer Service Counter with original sales memo or printed online sales order invoice.

2. Local delivery service

We can provide contact information of local delivery service provider for you to arrange transportation of your goods home.

IKEA reserves the final right to interpret and modify the terms and conditions herein. The English version shall apply and prevail.

為什麼我們鼓勵顧客自行提取貨品?

我們的營運宗旨是為顧客帶來最價廉物美的產品；故此，為方便顧客更快捷將喜愛產品帶回家，我們除了提供送貨服務之外，顧客亦可安排到我們的澳門提貨中心免費提取已購買的貨品。

顧客如需取消或更改安排.....

為提供相宜及高效率之提貨服務，我們會安排運送顧客已購買之貨品到澳門提貨中心，並確保顧客能準時提取心愛貨品。如顧客需要取消或更改提貨時間，懇請儘早提出*。我們會為閣下已購買之貨品提供7日免費儲存服務，顧客若未能在指定取貨日期起計7日內提貨，該貨品將會於第8日被退回貨倉，交易亦會被自動取消，顧客可憑收據到澳門分店辦理退款手續。

* 請於取貨日前5天電郵至schedule@IKEA.com.hk作有關安排。

Why do we encourage our customers to arrange merchandise pick-up service?

Keeping our prices low is our way of transferring the benefits to you, our customers. To facilitate customers to collect the merchandise, besides using our home delivery service, customers can also arrange to pick up the merchandise at Macau Merchandise Pick-up Point for free.

If you would like to cancel or change the arrangement...

Good logistics mean good prices. By keeping a highly efficient pick-up service, we will deliver your goods to our pick-up point, and ensure you can get your favourite items on time. If you need to make any alternative arrangements, please reserve enough time for us to reshuffle*. We will provide free storage service for 7 days. If customers are not able to pick up the merchandise within 7 days as counted from the agreed pick-up date, the merchandise will be returned to our warehouse on the 8th day. The transaction will be cancelled automatically. Customers can arrange the refund at IKEA Macau with the receipt.

* Please send email to schedule@IKEA.com.hk 5 days in advance for our arrangement.