



提貨服務

我們為您提供分店預訂傢具並自行提貨服務，您可以安排在港島東提貨中心、九龍灣分店*、沙田分店*或荃灣分店*自行提取貨品，費用全免。

*沙田分店，九龍灣分店及荃灣分店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 Hong Kong Island East Merchandise Pick-up Point, Kowloon Bay Store*, Shatin Store* or Tsuen Wan Store* for free.

* There is a size limitation for the merchandise pick-up service at Kowloon Bay Store, Shatin Store and Tsuen Wan Store, please contact our staff for details.



港島東提貨中心

香港筲箕灣耀興道興東商場地下11號舖 (港鐵西灣河站B出口)

星期一至五 12:00nn - 9:00pm / 星期六、日及公眾假期 10:30am - 9:00pm

Hong Kong Island East Merchandise Pick-up Point

Shop No.11, Ground Floor, Hing Tung Shopping Centre, Hing Tung Estate,
Yiu Hing Road, Shau Kei Wan, Hong Kong (Sai Wan Ho MTR Station Exit B)

Monday to Friday 12:00nn - 9:00pm / Saturday, Sunday and Public Holiday 10:30am - 9:00pm



港島東提貨中心提貨服務須知

無論您在任何分店或網上訂購傢具，您都可以在港島東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

請顧客進入興東商場地下停車場的特設上落貨區，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。

- * 使用八達通進入上落貨區，首30分鐘免費，此停泊服務由興東商場提供，詳情及最新資訊，請與有關商場聯絡。

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 Hong Kong Island East Merchandise Pick-up Point?

You can arrange to pick up your merchandise at Hong Kong Island East Merchandise Pick-up Point, no matter from which 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 G/F at Hing Tung Shopping Centre to enjoy 30 minutes free parking* offered by Hing Tung Shopping Centre. This allows you to pick up the merchandise at Customer Service Counter with original sales memo or printed online sales order invoice.

- * Free parking for the first 30 minutes when using octopus card. This parking service is offered by Hing Tung Shopping Centre. Please contact the shopping centre concerned for details and the most up-to-date information.

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港島東提貨中心、九龍灣分店、沙田分店或荃灣分店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各個提貨地點，並確保顧客能夠準時提取心愛貨品。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，顧客可憑收據到門市辦理退款手續。

*請於取貨日前3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 Hong Kong Island East Merchandise Pick-up Point, Kowloon Bay Store, Shatin Store or Tsuen Wan Store 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 our stores with the receipt.

* Please send email to schedule@IKEA.com.hk 3 days in advance for our arrangement.