

# 枕頭100天試睡保證

您需要一點時間才知道新枕頭是否合適，所以我們為您提供100天試用。要是您發現剛購買的枕頭不太合意，我們歡迎您來更換一款更合意的，即使找不到，我們也可安排退款。

## 條款及細則

顧客如需退款或更換所購買之枕頭，需於枕頭購買日起計100天內，攜同收據正本到所購買貨品之宜家家居門市辦理更換或退款手續。網上購物顧客需連同網上購物訂單收據先電郵至 [enquiry@ikea.com.hk](mailto:enquiry@ikea.com.hk) 依照客戶服務部職員指示到就近分店辦理。

1. 提醒您，枕頭100天試睡保證，僅限人體工學枕頭系列：ROSENSKÄRM；BJÖRKPYROLA；RUMSMALVA；KLUBBSPORRE；MJÖLKKLOCKA；HÄRGÄNGEL；KVARNVEN；HIRSSTARR，不包含 NABBSTARR；BRUKSVARA 和 PAPEGOJBUSKE。
2. 退款或更換手續需於購買日起計100天內完成。最多可換一次。
3. 所有更換的產品只限於指定日期內在所購買貨品之宜家家居門市更換其他可試睡款式枕頭。顧客需另補差額換購售價較高的產品。若顧客換購售價較低的產品，差額將以禮品卡退回。
4. 退款將以付款形式支付。如以信用卡付款，需帶同付款時使用之信用卡。如以Yuu coupon 付款將以禮品卡退回（註：尖沙咀規劃及訂購中心不設現金退款）
5. 使用信用卡分期付款計劃所購買之貨品，恕不接受退款。信用卡分期付款計劃一經確認恕不能取消。
6. 如發現屬人為損壞，恕不接受退款或更換之要求。
7. 退回之枕頭必須與收據所列的型號相同。
8. 退款只限退回貨價，並不包括其他服務收費。
9. 此試用服務不適用於特價陳列品。
10. 此試用服務不提供上門收貨服務。
11. 宜家家居保留最終修訂此保證之條款及細則之權利。
12. 若有任何爭議，所有條款及細則均以英文版本為準。

## 100-day pillow trial guarantee

It takes time for you and your new pillow to get used to each other. That's why we give you 100 days to be sure you're compatible. You are welcome to exchange for another one, or have your money back!

### Terms and conditions

For in-store purchases, please bring along the original receipts for returns or exchanges at the store where you purchased the products within 100 days of purchase. Online orders can be returned via mail along with the Sales order invoices. Please send an e-mail to [enquiry@ikea.com.hk](mailto:enquiry@ikea.com.hk) and return or exchange your items at the nearest store.

1. The 100-day pillow trial guarantee is valid on the ergonomic pillows of the ROSENSKÄRM, BJÖRKPYROLA, RUMSMALVA, KLUBBSPORRE, MJÖLKKLOCKA, HÄRGÄNGEL, KVARNVEN and HIRSSTARR; but not valid on ergonomic pillows from the NABBSTARR, BRUKSVARA and PAPEGOJBUSKE.
2. Any request for refunds or exchanges must be done within 100 days of purchase. The guarantee is limited to one exchange per purchase.
3. The pillow purchased in store can only be exchanged for a replacement among other eligible pillows at the original store of purchase within a specified time period. If you choose a more expensive model, you'll only pay the difference between the original and the replacement product. If the replacement is cheaper, we will refund the difference in the form of a gift card.
4. Your refund will be issued in the form of original payment. For payment made by credit card, please bring the credit card used. For payment made by Yuu coupons, we will refund the purchase price in the form of a gift card. (Tsim Sha Tsui plan and order point does not offer cash refund.)
5. We do not issue refunds on any items paid in instalments. No cancellation will be allowed once the Credit card instalment plan is confirmed.
6. No refund or exchange will be made if any incidental damages are found.
7. The returned pillow must be of the same model as stated on the receipt.
8. Only the price of the product can be refunded but not the service charges.
9. This policy is not applicable to bargain items.
10. No home pick-up service will be provided.
11. All decisions of IKEA shall be final.
12. In the event of discrepancy, the English version shall prevail.

