



任您愛 隨您換！在家試用 365 天。

您需要一點時間才知道新床褥是否合適，所以，宜家家居為您提供 365 天試用^{*}，讓您找到最完美的床褥為止。要是您發現剛購買的床褥不太合意，我們歡迎您來更換一張更合意的，即使找不到，我們也可安排退款。

Love it or exchange it! Try it at home 365 days.

It takes time for you and your new mattress to get used to each other. That's why we give you 365 days* to be sure you're compatible. And if you find that the mattress that you have purchased is not to your liking, you are welcome to exchange for another one, or have your money back!

365天床褥試用服務不包括ÅGOTNES床褥，VADSÖ床褥，VITHÅLL床褥/腳凳，所有床褥架，所有床褥墊，所有兒童及嬰兒床褥。

365-day mattress trial does not include ÅGOTNES mattresses; VADSÖ mattresses; VITHÅLL mattress/pouffe; all mattress bases; all mattress pad; all children and baby mattresses.



條款及細則

顧客如需退款或更換所購之床褥，需於床褥送貨日起計 365 天內，攜同發票正本到所購買貨品之宜家家居門市辦理更換或退款手續。所有於 IKEA.com.hk 購買的產品，顧客需連同網上購物訂單發票電郵至 enquiry@ikea.com.hk 辦理退款或更換手續。

1. 退款或更換手續需於送貨日起計 365 天內完成。床褥最多可換兩次。
2. 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同類型產品。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。
3. 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。
4. 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。
5. 如發現屬人為損壞或人為所造成之污漬，而非製造過程中出現的結構性問題，恕不接受退款或更換之要求。
6. 為確保退換貨流程順利進行，顧客需先提供床褥無污漬、無損壞的相片作為退換依據。如未提供照片，將無法於門市現場辦理，需回家拍照後再到門市或聯絡客服中心處理。
7. 退回之床褥必須與發票所列的型號相同。
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或經「床褥 10 年品質保證」更換之新床褥。
10. 所購買貨品之宜家家居門市會安排床褥的免費上門收貨及 / 或送貨服務，但收貨地址必須與送貨地址相同，而收貨及送貨必須同時進行。若收貨地址位於離島，顧客需繳付有關之收貨及 / 或送貨費用，而有關之費用將會按當時離島之送貨費計算。
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。

TERMS AND CONDITIONS

Customers should bring the original sales invoice to the store where you purchased for refund or exchange within 365 days upon mattress delivery. For online purchase via IKEA.com.hk/en, customer should email to enquiry@ikea.com.hk with the online sales order invoice for refund or exchange process.

1. All refund or exchange must be completed within 365 days from the date of delivery. Exchange of mattress cannot be more than twice.
2. Any returned item can only be exchanged for purchases made at IKEA store where you purchased within the credit period specified. The customer is liable to pay the difference for a higher valued item and will be issued a gift card if he chooses a lower valued item.
3. We will give you a full refund by the same method as your original payment for products that are returned with the invoice. For payment made with credit card, please bring the concerned credit card with you.
4. No refund will be made to items purchased under any Credit Card Instalment Program. Once the Credit Card Instalment Program is confirmed, no refund will be allowed.
5. Please note that if the mattress trial products are found to be man-made damaged or man-made stained, rather than structural problems in the manufacturing process, we will not accept the request for a return or refund.
6. To ensure a smooth return and exchange process, customers are required to provide photos showing that the mattress is free of stains and damage before the request can be processed. If photos are not provided, the return or exchange cannot be handled in-store, and the customer will need to return home to take the required photos before visiting the store again or contacting the Customer Service Centre for further assistance.
7. The mattress returned must be of the same model as stated in the sales invoice.
8. Refund is only applicable to product price and not service charges.
9. This policy is not applicable to bargain items or any replacement mattress exchanged under the "Mattress 10-year Guarantee".
10. IKEA store where you purchased will arrange for free collection and/or delivery services for the mattress provided that the collection address is the same as the delivery address and the collection service is rendered at the same time as the delivery. Delivery charges will be applicable to all locations on the outlying islands of Hong Kong. IKEA shall impose such rates of charges and conditions of delivery as it deems fit from time to time.
11. All decisions of IKEA shall be final.
12. In the event of discrepancy, the English version shall prevail.