

Terms and conditions for In-Store Personal Shopper Service.

IKEA India Private Limited ("IKEA/we/us") is a private limited company incorporated in India with a vision to create a better everyday life for the many people. To accomplish this vision, we at IKEA reach out to the many people through multiple channels to demonstrate and showcase our products and range and their effective utilization in the homes of the many people. To facilitate that vision, IKEA provides the facility of an In Store Personal Shopper. An In store Personal Shopper provides a one-to-one assistance for shopping inside the store and completion of sales transactions to our customer.

Customers are required to pay the applicable service charges per appointment.

Pricing

Our service cost as per the table below

Type	Service charge
Instore Personal Shopper	1000

How to book the In-Store Personal Shopper Service

- To book online please [Click here](#)
- Customer can also contact our IKEA Customer Support Centre on Toll-Free Number 1800-4194-532;
- Customer can walk into any store and book same subject to availability.

What can you expect?

- A 120 min IN-Store visit with an IKEA personal shopper.
- During your visit, personal assistance in shopping from the range of furniture and home furnishing at our store(s) physically and providing an explanation for other allied services, will be provided.

- During your visit, instore Booking support shall be provided depending on availability of the IKEA range of products.

Terms & conditions: -

- These terms and conditions are about the Instore Personal Shopper we provide to you. We/Our/Us/IKEA in these terms refer to IKEA India Private Limited, having its registered office Unit No. 421, DLF tower A, Jasola District Centre, New Delhi - 110 044.
- This service will be carried out by IKEA India Private Limited, in select stores. Please check stores pages for additional information.
- The service will take place in the store agreed when booking the service.
- The In store Personal Shopper service is by appointment only.
- Once payment made customer either thru customer care or instore, customer shall receive confirmation email for In-store personal shopper service booked.
- Instore Personal Shopper service is strictly for private customers and shall not be available to business customers.
- For business requests, please contact our Business dedicated coworkers.
- The In Store Personal Shopper service will not cover any planning/delivery/assembly/installation services. In case of a need, our coworkers will help you to book the required service(s) on your behalf which will incur additional charge(s). Customers shall be charged for any additional number of hours beyond the booked time slot(s) subject to availability of the In Store Personal Shopper.
- IKEA reserves the right to cancel/modify any appointment or withdraw or amend this service at any time without any liability to IKEA.
- Your personal data will be processed in accordance with our privacy policy, available at <https://www.ikea.com/in/en/customer-service/privacy-policy-pub5a22cf61>.

Changing your appointment date

- If you would like to change your appointment date, it can be done at least **48 hours** prior to the booked slot and the subsequent appointment shall be subject to availability. Please contact our customer support center through Chat or on the toll-free number 1800 419 4532 or visit our website <https://www.ikea.com/in/en/customer-service>.

Cancellation policy

- You may cancel your In Store Personal Shopper service appointment by contacting us no later than 48 hours before the date of appointment. . We will then confirm your cancellation over an email. If you have made payment in advance for the said service, that have not been provided to you, we will refund those amounts to you.

- In store appointment cannot be cancelled as the customer shall be present and the service shall continue subject to availability.
- If you cancel your appointment for the Service less than 48 hours before the In Store Personal Shopper service appointment, or you are not in store as per the appointment, it will be considered as cancellation, and you will not be refunded for the Personal Shopper Service. In Store Personal Shopper service will have to be re-booked along with the new payment for the same.
- IKEA reserves the right to cancel the booking at any time before the appointment. IKEA shall use reasonable endeavors to provide the customer with advance notice of any cancellation. However, in any circumstances where an appointment is cancelled, the customer will be offered a new appointment subject to availability or a refund shall be initiated if no new date could be agreed.
- Refund timeline for cancellation would be 7 to 21 days to the original mode of payment by the customer.

Disclaimer

- The terms and conditions set out are strictly for In Store Personal Shopper service.
- IKEA shall have the right, at its sole discretion and at any time, to cancel/amend/change/ modify these terms and conditions without notice and such change shall be effective immediately.
- Any disputes will be subject to the exclusive jurisdiction of the courts of Bangalore, India.
- IKEA reserves the right to take any relevant legal action on any of the Customers.
- IKEA shall be relieved of any liability/obligations/responsibilities arising out of or in connection with this service except as accepted in the conditions mentioned herein and that no claim relating to any losses or injuries (including financial, mental, physical, emotional, special, indirect and consequential losses) shall be asserted against IKEA, its parent companies, affiliates, directors, officers, employees or agents from any and all losses, damages, rights, claims and actions of any kind resulting from this service, including without limitation, personal injuries, death and property damage.