

枕頭100天試睡保證

你需要一點時間才知道新枕頭是否合適，所以宜家家居為你提供100天試用。要是你發現剛購買的枕頭不太合意，我們歡迎你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之枕頭，需於枕頭購買日起計100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。網上購物顧客需連同網上購物訂單發票先電郵至enquiry@ikea.com.hk依照客服人員指示到就近分店辦理。

- 100天枕頭試睡保證人體工學枕頭系列: ROSENSKÄRM, BJÖRKPYROLA, RUMSMALVA, KLUBBSPORRE, MJÖLKKLOCKA, HÄRGÄNGEL, KVARNVEN, HIRSSTARR, RAMSLÖKSMAL, NORDSTÄLÖRT, HAGTORNFLY和ISRANUNKEL; 不包括 BRUKSVARA和 PAPEGOJBUSKE。
- 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。
- 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。
- 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。
- 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。
- 如發現屬人為損壞，恕不接受退款或更換之要求。
- 退回之枕頭必須與發票所列的型號相同。
- 退款只限退回貨價，並不包括其他服務收費。
- 此試用服務不適用於特價陳列品。
- 此試用服務不提供上門收貨服務。
- 宜家家居保留最終修訂此保證之條款及細則之權利。
- 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

Customers should bring the original sales invoice to the store where you purchased for refund or exchange within 100 days upon pillow purchased day. Online shopping customers need to email the online shopping order invoice to enquiry@ikea.com.hk and follow the instructions of the customer service staff to the nearest store for processing

- The 100-day pillow trial guarantee is valid on the ergonomic pillows of the ROSENSKÄRM, BJÖRKPYROLA, RUMSMALVA, KLUBBSPORRE, MJÖLKKLOCKA, HÄRGÄNGEL, KVARNVEN, HIRSSTARR, RAMSLÖKSMAL, NORDSTÄLÖRT, HAGTORNFLY and ISRANUNKEL; but not valid on ergonomic pillows from the BRUKSVARA and PAPEGOJBUSKE.
- All refund or exchange must be completed within 100 days from the date of delivery. Exchange of pillow cannot be more than once.
- All replacement products can only be exchanged for other similar products at the IKEA store of the purchased item within the specified date. The customer is liable to pay the difference for a higher valued item and the difference will be refunded as a gift card if he chooses a lower valued item.
- 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.
- 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.
- No refund or exchange will apply if any incidental damage to the pillow is found.
- The pillow returned must be of the same model as stated in the sales invoice.
- Refund is only applicable to product price and not service charges.
- This policy is not applicable to bargain items.
- This policy does not provide the home delivery service.
- All decisions of IKEA shall be final.
- In the event of discrepancy, the English version shall prevail.

