

EVERY  
RM1  
spent

=

Earn  
1  
Point

It's so easy to earn  
points and redeem  
for IKEA vouchers

Redemption starts from minimum 500 points (RM5 voucher).  
Vouchers are available only in RM5, RM10 & RM20.

No scrimping  
in this FAMILY.  
Just savings  
and earnings.

In our FAMILY, there are no  
messy bedrooms, temper  
tantrums or dirty dishes to  
do. Just warm welcomes,  
special deals and help  
when you need it.

# FAQ

and the answers you need.

## What is the difference between Temporary and Permanent membership?

Registration for Temporary membership is free. Upon registration, you will receive a paper Membership card. Please keep this paper card and show it at the check-outs each time you shop at the IKEA store to enjoy member's prices on selected products and earn Bonus Points. You can also enjoy 2x free coffee/tea and discounted meals at the IKEA Restaurant on the same day of membership registration.

To enjoy the full suite of member benefits, just spend RM200 within a year and be converted to a Permanent member, with lifetime membership. Otherwise your Temporary membership would expire within a year of registration.

## How do I convert to a Permanent member and get my IKEA FAMILY card?

When you spend at least RM200 within the first year of registration, your Temporary membership status would be automatically converted to Permanent. You should receive your Permanent IKEA FAMILY card in the following month to replace the paper card. Please ensure that your mailing address is complete and accurate.

## What are Bonus Points for?

Earn 1 Bonus Point with every RM1 spent on furniture, home furnishing products, IKEA Restaurant, IKEA Bistro and Swedish Food Market products. Accumulate your Bonus Points and redeem them for IKEA vouchers. Every 500 Bonus Points = RM5 IKEA voucher. You may redeem for the vouchers at the in-store FAMILY kiosks or online when you login to [www.IKEA.my/FAMILY/login](http://www.IKEA.my/FAMILY/login). Each voucher is valid for 3 months.

## How do I get my 3x Birthday Bonus Points?

This benefit is only extended to Permanent FAMILY members; get 3x Bonus Points on the first purchase made in the IKEA store on your Birthday Month. If the first purchase made on your Birthday Month is while you are a Temporary Member, you would not qualify for this promotion. However, the 3x points will be awarded for the first purchase after you have become a Permanent member.

### Address

**IKEA DAMANSARA** No. 2, Jalan PJU 7/2, Mutiara Damansara,  
47800 Petaling Jaya, Selangor Darul Ehsan, Malaysia.

**IKEA CHERAS** Jalan Cochrane, Cheras, 55100 Kuala Lumpur, Malaysia.

Tel + (603) 7952 7575 Email [IKEAmarketing.my@ikano.asia](mailto:IKEAmarketing.my@ikano.asia)

Website [www.IKEA.com.my/FAMILY](http://www.IKEA.com.my/FAMILY)



**IKEA®**  
**FAMILY**  
**WELCOMES YOU!**

# TERMS & CONDITIONS

# Enjoy these benefits if you are a member of IKEA® FAMILY

- In order to register to be an IKEA FAMILY member, you must be a resident in Malaysia and be at least 18 years old, on the date of registration.
- Each person may only register and own 1 Temporary card or IKEA FAMILY card at any one time. This membership card is not transferable & can only be used by the rightful signatory.
- Temporary card holders need to spend min. RM200\* within 1 year from the date of registration in order to activate the full & permanent IKEA FAMILY membership. Failure to do so will render termination of the account and all Bonus Points earned.
- To capture transactions, enjoy member's price and earn Bonus Points\*, members must show their Temporary card or IKEA FAMILY card upon reaching the cashier and before a purchase is recorded.
- No Bonus Points or member's price will be awarded if a valid Temporary card or IKEA FAMILY card is not presented at the cashiers during payment.
- Every RM1 spent at the IKEA stores entitles you to 1 Bonus Point. For Temporary members, Bonus Points earned will expire one year from your membership registration date. For Permanent members, Bonus Points earned will expire 2 years later on 31 Dec, based on the year the Bonus Points are earned. Example:

Points earned on 15 Nov 2012 will expire on 31 Dec 2014.  
Points earned on 01 Jan 2013 will expire on 31 Dec 2015.

- Members may start redeeming with min. 500 Bonus Points for a RM5 IKEA FAMILY store voucher. Voucher redemption has to be done in multiples of 500 Bonus Points. Each voucher is valid for 3 months from the date of redemption. IKEA is not responsible for reinstating expired Bonus Points or vouchers.
- Each member must present a valid IKEA FAMILY Card to redeem up to 2 free coffee/tea and 2 discounted FAMILY meals at the IKEA restaurant, once per day. Temporary card holders may enjoy this benefit only on the day of registration.
- When a member's Temporary card or IKEA FAMILY card is lost, stolen or when there is a change of personal particulars, member is responsible for informing IKEA either through the IKEA FAMILY website or in writing. If this is not done, IKEA will not be accountable for any consequences and loss of benefits and/or privileges.
- If you have lost your FAMILY card, go to any IKEA FAMILY kiosk to print a temporary replacement card and request for a replacement IKEA FAMILY card to be sent to your mailing address. There will be no fee charge for card replacement.
- IKEA Malaysia and Ikano Handel Sdn. Bhd. shall not be liable for cards and promotional materials sent to the mailing address that is erroneously provided by an IKEA FAMILY member; nor are we responsible for any unsuccessful receipt of mails sent to the given address for whatever reason(s).
- All terms and conditions of IKEA's 'Return Policy' will apply to all purchases made by members. If a member refunds/returns any items for which Bonus Points have been credited, corresponding number of Bonus Points for the items returned will be removed from member's account. A member is required to present the IKEA FAMILY card when making a purchase refund at Exchange and Returns.
- If a member refunds items which are part of the transactions used for full membership activation, IKEA reserves the right to ask for additional purchases to be made within the next 30 days in order to meet the entry criteria. Failure to do so may result in the membership being revoked. In such cases, all Bonus Points will be cancelled and membership reapplication will be subjected to the existing entry criteria.
- The Temporary card and IKEA FAMILY card is issued by & remain the property of Ikano Handel Sdn. Bhd. Ikano Handel Sdn. Bhd. reserves the right to decline issue of a new card or withdraw an existing card at any time. Ikano Handel Sdn. Bhd. reserves the right, on reasonable grounds, to alter and amend any of the conditions of the operation of the IKEA FAMILY programme without prior notice.
- Reasonable grounds include any abuse or attempted abuse of the IKEA FAMILY programme; use or attempted use of a Temporary card or IKEA FAMILY card in a manner which is contrary to these terms and conditions; and any reasonable suspicion or dishonesty on the part of a member in connection with the programme.

\* This is only for purchases of furniture, home furnishing products, purchases at the IKEA Restaurant, IKEA Bistro and purchase of Swedish Food Market products. It does not include purchases of IKEA Gift Cards, neither does it include delivery/ assembly/ sewing services.

If you provide any personal information to us, you give us permission to contact you for marketing purposes, which may include messages via post, SMS or email. You can decide to opt-out of these types of marketing messages at any time. Some of your contact information may be shared with third-party companies that provide marketing assistance. Please refer to the IKEA Privacy Policy for details.



## JOIN FOR FREE

- Step 1: Click on <Register>.
- Step 2: Enter your Date of Birth and Local Mobile Number.
- Step 3: Enter the 5-digit activation code (sent via SMS).
- Step 4: Complete all registration fields and collect Temporary paper card.

## MEMBERS LOGIN

- Step 1: Enter your 16-digit Membership Number and 8-digit Password.
- Step 2: Click on <Login>.
- Step 3: You may proceed to update your profile, check Bonus Points balance, redeem for vouchers or print vouchers that were redeemed online.

## ONLINE LOGIN

- Step 1: Go to [IKEA.com.my/FAMILY/login](http://IKEA.com.my/FAMILY/login).
- Step 2: Enter your 16-digit Membership Number and 8-digit Password.
- Step 3: You may proceed to update your profile, check transaction history, check Bonus Points balance or redeem for vouchers.



Save with member prices.

Show it and the coffee/tea is free.



Eat for less – discounted FAMILY meal.

Earn Bonus Points and exchange for vouchers.



Be invited to members-only events.



Members are more inspired by 3 times yearly newsletter.

