



Coming from the Island?

An important notice for our visitors from Victoria



We wish to welcome you to IKEA Richmond and we hope that your visit to our store will be happy and productive.

Vancouver Island visitors can take coach bus service from Downtown Victoria to IKEA Richmond for an afternoon of shopping. Passengers will receive an "IKEA welcome package" upon store arrival. The package includes: a store map and delivery information, a coupon for \$40 off of a purchase of \$250 or more, a visitor name badge entitling visitors to 15% off at the store restaurant and a ballot for a chance to win a Swede Shop prize pack!

Roundtrip bus service from Downtown Victoria to IKEA Richmond is \$40. Buses run on select Saturdays. For more information please call Pacific Coach Lines at 1-800-661-1725 (toll free) or visit them online at www.pacificcoach.com

*Information is subject to change.

Please note that although we make every effort to ensure that everyone's purchases return with them on the bus, there are some items that simply cannot be accommodated and they include:

- **Mattresses**
- **Sofas and sofa beds**
- **Wicker chairs and chairs not flat-boxed**
- **Large and/or awkward size desk tops**
- **Assembled furniture**
- **Large plants**

Should you wish to purchase any of the items stated above, delivery rates start at \$129 for Victoria addresses. For more information please visit our delivery counter near the exit doors for additional information.

When you have completed your shopping, please return to your original point of departure from the bus. The bus will be available for loading **at 2:30pm or at the driver's discretion. At the bus, tape up and write your name clearly on every box and bag.** When this is done, leave them for the driver or an IKEA staff member to load onto the bus. All breakables should be taken inside of the bus with you. IKEA is not responsible for lost, broken, or stolen items after you have boarded the bus.

Time Restrictions

The bus will leave depart at 3:15pm so **DON'T BE LATE, THE BUS WILL LEAVE WITHOUT YOU!!!!** Please ensure that you give yourself 30-45 minutes for checking out, loading and self serve furniture pick up. Please listen for the bus pre-loading announcements to avoid missing the bus. If you arrive close to the bus departure, we

cannot guarantee that your purchases will fit on the bus and the delivery of these items then becomes your responsibility.

Full-Service Items

The IKEA Richmond furniture pick-up building has been located to a new building situated at 3810 Jacombs road, just one minute south of the store. This means that the bus schedule and loading procedures have now changed.

NEW PROCEDURES

- One bay under the bus will be reserved for cash & carry products, so as to ensure room for these purchases.
- Customers who order cash and carry products must pay for their items 30-45 minutes prior to departure.
- The bus will make a stop at the full service warehouse (if necessary) for those customers who have cash and carry orders.
- *IKEA reserves the right to restrict the quantity and/or size of items being loaded by each customer on the bus. Purchases must fit in the overhead bins, on the seats or underneath the bus. IKEA will try to accommodate as many passenger purchases as possible.