

# We collect your old furniture

From £15 we collect your old furniture when we deliver your new ones. Arrange for collection when you book your home delivery service in store. We currently offer collection of Sofas, Beds, Mattresses & Kitchen appliances.



The 'We Want Your Old Furniture' is IKEA's furniture take back scheme and is designed to offer you the convenience of not having to dispose of an eligible product that you are replacing with an equivalent new IKEA product. Once collected the item will be given to a local charity partner who will try to give your item a second life with someone in need or, if this is not possible, to disassemble & recycle it in an environmentally responsible way.

## Terms and conditions

1. This service is not be used as a general waste disposal service and our delivery service partners have the discretion to refuse the collection of anything that is deemed to be general waste material.
2. This service is only available when booked together with our home delivery service in an IKEA store for the delivery of your order of equivalent IKEA products to your home. It is not available for online orders or orders that are delivered via our central distribution centre.
3. Only valid for Beds, Mattresses, Sofas and White goods (cooker, dishwasher, washing machine, micro-oven, oven, fridge, fridge-freezer, tumble dryer, extractor hoods.) The service is for collection of similar products to those delivered.
4. The charge is per unit. A 3-piece suite is counted as one unit.
5. Goods for collection should be generally clean and dry. Goods that have been exposed to the elements e.g. left in the garden will not be collected.
6. All take back articles should be safe for transport and not pose any risk to the collection company. Our delivery service partners have the discretion to refuse the collection of anything that they deem to be unsafe for collection/transport.
7. All products must be available for immediate collection ensuring suitable and sufficient access to remove the products e.g. windows will not be removed to collect sofas and doors will not be removed to collect large American style fridge/freezers and range style ovens etc.
8. If you are not at home at the agreed time of delivery our delivery service partner will try to contact you to make another appointment under the conditions of your delivery agreement. Your collection will be included in that new service agreement.

## Specifics for mattress and/or bed collections

1. Beds should be disassembled and the parts secured for rebuilding by the charity for reuse.
2. Mattresses should be dry and clean and not be considered a hazard by the collection crew.
3. The mattress must be packed in the bag provided in the IKEA store by the customer in their home prior to the arrival of the delivery/collection team.

## Specifics for white goods collections

1. Industrial sized appliances e.g. food display units and large chest style freezers that are not considered to be for normal domestic use will not be collected
2. Gas cookers must be disconnected by an appropriately qualified person before collection.
3. Washing machines must be disconnected and emptied of water prior to collection.
4. Appliances must be clean and empty when collected. Fridges and freezers should be emptied of food stuffs, defrosted and disconnected from all mains prior to collection.

**In case of any queries about this service e.g. to check whether your product is suitable for this service, please contact IKEA on 08453551141**



**Our services, for you.**

## Questions and answers

### 1. IKEA are starting to offer a collection service on home furnishings, why?

For some time we have been asked by our customers to offer this service. Often customers won't have a vehicle or live alone or it's just a big part of the problem of changing their furnishings to get rid of the old items. We decided we would begin to offer a service of some kind and at the same time try and get the best value from the products that in a lot of cases



### 2. Will my product make any difference if it's reused?

Four million children in the UK live in households that cannot afford to replace worn out or broken furniture and three million children live in households that cannot afford to replace broken electrical items.

### 3. What benefits are there to the environment in doing this?

10 million items of furniture are thrown away in the UK every year. 3 million of these items could be easily re-used; more could be repaired. Re-using an item of furniture saves the energy associated with manufacturing a new one, which has an enormous, positive impact on reducing CO2 emissions.

### 4. Are there any other benefits?

Yes, the recycling and refurbishment of the old products will provide work and training opportunities in an area of high unemployment.

### 5. Will you take my rubbish away too if I pay the fee?

The take-back scheme is designed for the re-use and recycling of home furnishings and is not meant to be used as a waste disposal service. Our delivery teams have been given discretion to not collect anything which can be deemed purely as a waste material.

### 6. I have a three piece suite, will I get charged for three items?

A 3-piece suite is seen as one unit, so in this case we would charge you for collecting one item.

### 7. I am changing my kitchen and want some new IKEA Appliances delivered how much will you charge me to take my old ones away?

We use the same charging system as we would for a three piece suite; if you are ordering new kitchen appliances for delivery you can have three kitchen appliances collected for the one collection cost.

### 8. Will you take anything away like my old chest of drawers?

At this stage due to operational reasons we are limiting this initial pilot test to collecting beds, mattresses, sofas and white goods. These, we believe, cause the biggest issues for our customers and have the biggest environmental impact. We may expand this service to other items in the future.

### 9. Will you re-collect when I am not at home?

If it happens that you are not at home at the time of the delivery, the Delivery Transport Provider will try to contact you to make another appointment at conditions as handed over when making the delivery agreement. Your collection will be included in that new agreement.

### 10. Is there anything I need to do before you collect my furniture or appliances?

Ensure that mattresses are placed in the bags provided and that any beds are disassembled. Please keep all the parts together as the charity will need these. Please ensure that your old appliances are clean and empty when preparing for the delivery of your new product and collection of your old. Fridges and freezers must be emptied of food stuffs, defrosted and disconnected from all mains prior to collection. Washing machines must be emptied of water. Gas cookers must be safely disconnected from the mains supply by a qualified gas engineer.

**Please note that items that are deemed to be unsafe, unsuitable or in breach of the terms and conditions will not be collected.**



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