

Terms and conditions:

1. 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.
2. Only valid when we perform a delivery of IKEA products to your home.
3. Only valid for Beds, Mattresses, Sofas and White goods (cooker, dishwasher, washing machine, micro-oven, oven, fridge, fridge-freezer, tumbledryer, extractor hoods.) The service is for collection of similar products to those delivered.
4. We have excluded certain white goods. Industrial sized appliances such as food display units and larger chest style freezers that are not considered as being for normal domestic use.
5. The charge is per unit. A 3-piece suite is seen as one unit.
6. Please ensure your old appliances are clean and empty when preparing for the delivery of your new product and collection of your old. Fridges and freezers should be emptied of food stuffs, defrosted and disconnected from all mains prior to collection. Washing machines should be emptied of water.
7. Goods for collection should be generally clean and dry. Goods that have been exposed to the elements (IE left in the garden) will not be collected.
8. All take back articles should be safe for transport and not pose any risk to the collection company. Collection will be depend on drivers discretion and assessment of the product they are required by you to remove (see point 6 & 7 above.)
9. Mattresses need to 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. All products should be available for immediate collection ensuring that suitable and sufficient access is available to remove the products (i.e. that 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).
10. In case of any query into this service or whether your product is suitable for this service, please contact IKEA on 0845 355 1142.

