

IKEA cards – Terms & Conditions

Effective Date: 2 December 2025 (v2)

Terms & Conditions

These Terms & Conditions apply to the use of IKEA cards, issued by IKEA Pty Limited.

1. **Terms and Conditions:** These terms and conditions (**Terms**) form a legally binding contract between you, (Customer, you, your), and IKEA Pty Limited (**IKEA, we, us and our**), and govern the terms on which we offer our Gift Cards, Refunds Cards and Reward Gift Card.
2. **IKEA Gift Card:**
 - a. IKEA Gift cards are purchased in physical or digital format.
 - b. IKEA Gift cards are valid for **3 years** from the initial date of issue. Please refer to your card for the expiration date of the card.
 - c. IKEA Gift cards can be used as full or partial payment on purchases in all Australian IKEA locations.
 - d. IKEA Gift cards can be used as full or partial payment on purchases on IKEA.com.au and the IKEA Australia app.
 - e. IKEA Gift cards can be loaded to a maximum value of \$1,000 per card. Gift cards cannot be reloaded.
 - f. No cash change will be given on purchases made using an IKEA Gift card.
 - g. IKEA Gift cards cannot be redeemed for cash or balances transferred to new cards. IKEA Gift cards cannot be used as payment to purchase an IKEA Gift card.
 - h. IKEA is unable to replace a physical card if lost or stolen. Treat your card as cash.
 - i. IKEA Gift cards are only valid with a readable redemption code, or card number and PIN.
 - j. There are no limitations on how many times a card/s can be used (until the balance is \$0.00).
 - k. To check the balance of an IKEA Gift card, use the IKEA app, access www.IKEA.com.au/giftcards, or visit any Australian IKEA location.
 - l. No post-supply fees, or transaction fees apply to the use of IKEA Gift cards within Australia.
 - m. Cards issued in AUS can only be used in IKEA Australia locations, on IKEA.com.au, and the IKEA Australia app. If the IKEA Gift card is issued in other currencies and is redeemed in Australia (subject to issuing country terms and conditions) the exchange rate will be set by IKEA weekly based on market rates. The exchange rate is non-negotiable and is subject to change.
 - n. IKEA Gift cards remain the property of IKEA Pty Limited and may not be tampered or interfered with.

- o. If an IKEA Gift card is purchased through a third party (not an IKEA store or IKEA.com.au) additional conditions or activation periods may be applicable. Please refer to the card place of purchase.

3. IKEA Refund Card:

- a. IKEA Refund cards are issued in physical or digital format, as a credit for a returned product, buy-back offer, or as compensation. If you are entitled to a refund under the Australian Consumer Law, you will also be entitled to receive your refund in cash or by way of repayment to the card you used to pay.
- b. IKEA Refund cards are valid for **3 years** from the initial date of issue. Please refer to your card for the expiration date of the card. Upon expiration, any remaining balance of the card becomes the property of IKEA.
- c. IKEA Refund Cards cannot be reloaded.
- d. IKEA Refund cards can be used as full or partial payment on purchases in all Australian IKEA locations.
- e. IKEA Refund cards can be used as full or partial payment on purchases on IKEA.com.au and the IKEA Australia app. Enter the IKEA Refund card details in the 'Gift cards' payment fields.
- f. No cash change will be given on purchases made using an IKEA Refund card.
- g. IKEA Refund cards cannot be redeemed for cash or balances transferred to new cards. IKEA Refund cards cannot be used as payment to purchase an IKEA Gift card.
- h. IKEA is unable to replace a physical card if lost or stolen. Treat your card as cash.
- i. IKEA Refund cards are only valid with a readable redemption code, or card number and PIN.
- j. There are no limitations on how many times a card/s can be used (until the balance is \$0.00).
- k. To check the balance of an IKEA Refund card, use the IKEA app, access www.IKEA.com.au/giftcards, or visit any Australian IKEA location.
- l. No post-supply fees, or transaction fees apply to the use of IKEA Refund cards.
- m. Cards issued in AUD can only be used in IKEA Australia locations, on IKEA.com.au, and the IKEA Australia app.
- n. IKEA Refund cards remain the property of IKEA Pty Limited and may not be tampered or interfered with.

4. IKEA Reward Gift Card:

- a. IKEA Reward gift cards are issued in physical or digital format as part of a promotion, gift, or prize.
- b. IKEA Reward gift cards are valid for **1 year** from the initial date of issue.
- c. Please refer to the card for the expiration date. Upon expiration, the remaining balance of the card becomes the property of IKEA.
- d. IKEA Reward gift cards cannot be reloaded.
- e. IKEA Reward gift cards are subject to the terms and conditions of the offer they are issued under.

- f. IKEA Reward gift cards can be used as full or partial payment on purchases in all Australian IKEA locations.
 - g. IKEA Reward gift cards can be used for purchases on IKEA.com.au and the IKEA Australia app. Enter the IKEA Reward gift card details in the 'Gift cards' payment fields.
 - h. No cash change will be given on purchases made using an IKEA Reward gift card.
 - i. IKEA Reward gift cards cannot be redeemed for cash or balances transferred to new cards. IKEA Reward gift cards cannot be used as payment to purchase an IKEA Gift card.
 - j. IKEA is unable to replace a physical card if lost or stolen. Treat your card as cash.
 - k. IKEA Reward gift cards are only valid with a readable redemption code, or card number and PIN.
 - l. There are no limitations on how many times a card/s can be used (until the balance is \$0.00).
 - m. To check the balance of an IKEA Reward gift card, use the IKEA app, access www.IKEA.com.au/giftcards, or visit any Australian IKEA location.
 - n. No post-supply fess, or transaction fees apply to the use of IKEA Reward gift cards.
 - o. Cards issued in AUD can only be used in IKEA Australia locations, on IKEA.com.au, and the IKEA Australia app.
 - p. IKEA Reward gift cards remain the property of IKEA Pty Limited and may not be tampered or interfered with.
5. **Changes to these Terms:** From time to time, IKEA may need to make changes to these Terms, for example to reflect operational changes or for compliance with laws. IKEA will post updates to these terms on its website. If any change results in a reduction of benefit for the Customer, the terms in place when you purchased a product will continue to apply for that particular product only, with the new terms otherwise applying.
6. **Privacy:** Customer data and information will be received and processed in accordance with IKEA's Privacy Policy. You have the right to access and correct your personal information in accordance with the *Privacy Act* 1988, to make such a request, please contact [insert details] and refer to our Privacy Policy for further details. Our Privacy Policy is available on the following website: <https://www.ikea.com/au/en/customer-service/privacy-policy>