

IKEA Ecommerce Terms and Conditions

Personal information

IKEA will collect and use information for the purpose of fulfilling your order. To read the full IKEA Australia's Privacy Notice, visit www.IKEA.com.au/privacy.

Payment Options

At IKEA you can pay the way that suits you best:

- VISA credit or debit card
- MasterCard credit or debit card
- PayPal for online delivery in ACT, QLD, NSW and VIC
- IKEA Gift and Refund cards for online delivery in ACT, QLD, NSW and VIC

General Information

Online delivery is currently available in ACT, QLD, NSW, SA, WA and VIC. Pickup from a Collection Point is available in NT, NSW, QLD, TAS and WA. IKEA fulfils your online order using both stores and distribution warehouses depending on the area you live in. A third party has been contracted to perform this delivery service.

IKEA relies on the information you provide when placing your order. Providing us with accurate, current and complete information will ensure that your delivery is successful and that no additional fees or delays will apply.

If you wish to make an address change after your order has been paid for, please contact for assistance. For more information please contact us via www.ikea.com.au/contactus

Truck Delivery Terms

- Please note that you must be available to receive your order within the assigned delivery date and time window. For your convenience, the driver will contact you prior to their arrival at your residence or business.
- Changes to your delivery date can be made up until 6pm the evening before your delivery. Additional charges may apply for any changes after this cut-off period.
- Prior to delivery, please ensure your building is safely accessible and that elevators have been reserved, if required to complete delivery. If delivery cannot be completed a new delivery fee will apply.
- Goods will be delivered to a room of your choice. If the goods cannot be delivered safely into that room without the possibility of causing damage to the property, you will be asked to choose an alternative room for delivery at the same premises.
- If the goods cannot be delivered safely to any room, goods will have to be returned to IKEA and additional fees may apply for a subsequent delivery.
- A person over 18 years old must be present to receive and sign for your order.
- Please be aware we do not deliver to PO Boxes.

Please be sure to sign the proof of delivery to indicate that your delivery has been received. Examine your order to ensure that there are no visible signs of damage or any discrepancies. In the event that there are, indicate the problem on the proof of delivery and contact us as soon as possible. For any other problems with your order, please refer to IKEA's No-nonsense [Returns & Exchanges Policy](#)

If you miss your delivery please contact IKEA Customer Service to re-schedule, a new delivery fee may apply. While unforeseen events can occur, (e.g. weather conditions) the delivery company will make every effort to deliver within the assigned time window.

Parcel Delivery Terms

- The estimated date provided at checkout is an indication only, you can [track your order](#) any time after your order has been received by the Service provider

(usually 2 days before delivery) to receive the most up to date delivery timeframe.

- Your parcel order will be delivered to the front door of the specified address, or if delivery is to a workplace or business the reception area of the building. The Service provider will delivery to any available signatory at the stated address.
- If you have ordered knives you will be requested to verify your identity on delivery
- If you are not at home or delivery is unsuccessful, the Service Provider will leave a card on how collect your parcel order or have your order re-delivered.
- If you are not able to collect your parcel delivery, or re-delivery is unsuccessful after 7 days, your order will be shipped back to IKEA
- Please be aware we do not deliver to PO Boxes.

Click & Collect from Store or Collection Points

Please bring a valid photo ID and your proof of purchase to the Click & Collect Desk

You have up to 7 days to pick up your order from the day that it is ready. After this time period you will be contacted to refund your purchase minus any executed services e.g preparing and shipping costs. Read our FAQs by visiting www.ikea.com.au/faq

Click & Collect \$20 in-store voucher

Order online using our Click & Collect service before Sunday 15th December and you'll get a \$20 voucher to spend in-store. Read more about the offer [here](#)

Damaged Goods

If goods are damaged in transit IKEA will organise a replacement of the products as well as pickup and delivery of the replacement items. It is important before signing your delivery to inspect the packaging to ensure items are not damaged. For ways to contact us please visit www.ikea.com.au/contactus

Goods out of stock

While every effort is taken to ensure accurate availability, if goods are out of stock after your order has been placed we will offer to send out your missing items at another time or, due to long term stock issues, refund the value of the goods missing from your order. For ways to contact us please visit www.ikea.com.au/contactus

Refund and Change of mind

Your online purchase falls under our no-nonsense [returns policy](#).

If you change your mind about your purchase, a transport fee may apply for the returns of your goods to IKEA.

These terms do not affect any of your rights under Australian consumer law.

Last Updated: 25/01/2019