

# Click and Collect Terms and Conditions

Effective date: 29 May 2025

IKEA offers a click a collect service for IKEA furniture and home furnishing products (**IKEA Products**), allowing customers to order and pay for IKEA Products online or in store and collect them from either an IKEA store, an IKEA Locker (where available), or a designated IKEA collection point of your choice.

## 1. Terms and Conditions

These terms and conditions (**Terms**) form a legally binding contract between you, a customer who has elected to use our Click and Collect in Store, Click and Collect from Locker (where available) or Click and Collect Near You service (the **Click and Collect Services**) in relation to your purchase of an IKEA Product (**Customer, you and your**), and IKEA Pty Limited (**IKEA, we, us and our**).

These Terms govern the Click and Collect Services to be provided to you. You are deemed to accept these Terms and Conditions when you place an order for the Click and Collect Services.

## 2. Subcontractors

We subcontract parts of the Click and Collect Services to our trusted service providers (**Service Providers**). The Click and Collect Services may be performed by the Service Providers. IKEA will always remain responsible for the performance of the Click and Collect Services to you.

## 3. Click and Collect methods

IKEA offers Customers three options for the Click and Collect Services: "Click and Collect in Store", "Collect from Locker" (where available) and "Click and Collect Near You".

You will be required to select one of these Click and Collect Services at the time of purchase of the IKEA Products:

- (a) **Click and Collect in Store:** If you select Click and Collect in Store at the time of purchase of the IKEA Products, IKEA will prepare your order for collection from your chosen IKEA store.
- (b) **Click and Collect Near You:** If you select Click and Collect Near You at the time of purchase of the IKEA Products, IKEA will deliver your order to one of [IKEA's designated collection points \(IKEA Collection Point\)](#) (as selected by you).
- (c) **Click and Collect from locker (Available from Rhodes store only):** If you select Click and Collect from Locker at the time of purchase of the IKEA Products, IKEA will place your order in an IKEA locker located at the Rhodes store only.

#### 4. Service fees and payment

A fee may be payable for the Click and Collect Services (**Click and Collect Service Fees**). For more information and the details of our Click and Collect Fees, please see: [Click and collect options and pricing](#).

Click and Collect Service Fees for the Click and Collect in Store service, Click and Collect from Locker service and the Click and Collect Near You service will differ. Please refer to the IKEA Australia webpage (at [www.ikea.com/au/en/customer-service/services/click-collect/](http://www.ikea.com/au/en/customer-service/services/click-collect/)) for current fees charged for this service. While great care has been taken to ensure the accuracy of all prices and descriptions, IKEA reserves the right to correct any errors and adjust prices (including GST or other statutory charges that are out of our control).

If applicable, you will be required to pay the Click and Collect Service Fees at the time of booking the Click and Collect Services.

#### 5. Collection dates and times

When you purchase the IKEA Products, you will be given the option to select an available time slot and date for your collection (the **Collection Date**) and either an IKEA Store, IKEA Locker (where available) or Collection Point (**Collection Location**).

We will use our best endeavours to ensure that your IKEA Products are available for collection on the Collection Date at the Collection Location, but there may be times where we are unable to do this, and your Collection Date may need to be amended. You can track the status of your order by visiting <http://www.ikea.com.au/track>.

#### 6. Changing your order

If you would like to change your order for Click and Collect Services, please contact the IKEA Customer Support Centre. The IKEA Customer Support Centre will notify you of any changes to the Click and Collect Service Fees that may apply. Revising your Delivery Location or chosen Delivery Method may result in a delay or change to your estimated Collection Date.

#### 7. Services available at Collection Points

For Click and Collect Near You Services, it is not possible to purchase additional products at the IKEA Collection Point. Additionally, no returns, refunds or exchanges are available at the IKEA Collection Point.

#### 8. Collect your order

You will be notified by email when your order is ready for collection at the Collection Location on the Collection Date. When you collect your order at the Collection Location, you will need to show the following:

- (a) a valid photo ID (eg, a driver licence or passport); and
- (b) your order confirmation.

If you cannot find your order confirmation, please contact the IKEA Customer Support Centre.

If you would like to nominate another person to collect the IKEA Products on your behalf after you have placed your order, please forward that person the original e-mail confirmation and ensure that they have a valid photo ID.

On collection, you or your representative will be required to check the IKEA Products, the condition of the packaging and confirm that the correct number of IKEA Products have been delivered. If there are any discrepancies, you must:

- (a) **for Click and Collect in Store Services:** notify an IKEA co-worker; or
- (b) **for Click and Collect Near You Services:** notify the IKEA Collection Point representative who will then record the discrepancy.
- (c) **Collect your order from locker:** You will be notified by e-mail and SMS when your order is ready for collection from locker at the collection date and collection location. A pin number will be shared via SMS and e-mail, this is required for you to access the locker.

If you lose your pin number or the pin number you have been given does not work, please contact the IKEA Customer Support Centre as soon as possible. You will need to provide your order number and a description of the articles purchased before a new pin can be issued.

If you notice any damage to the IKEA Products after collection, you must notify the IKEA Customer Support Centre as soon as possible.

## 9. At the Collection Location

You are responsible for ensuring that all the IKEA Products which comprise your order are collected on the Collection Date from the Collection Location. The whole order needs to be picked up at the same time and we cannot offer split order collection. We therefore recommend that you review the dimensions of the IKEA Products online prior to collection to ensure that you bring an appropriate vehicle to collect your order.

Customers are responsible for loading the products into their vehicle and we recommend that you bring appropriate support with you to help load heavy goods into your vehicle. The IKEA representatives at the Collection Locations will not be able to provide assistance with loading.

No split order collection will be permitted. The entire order must be collected at the same time.

## 10. Uncollected products- Click and Collect In Store

For Click and Collect in Store orders, you have 3 days from the Collection Date, to pick up your order. If you will be unable to collect your order on the Collection Date,

you can contact the IKEA Customer Support Centre to notify the store, otherwise your order may automatically be cancelled for a refund. In case of a refund, the purchase amount for the IKEA Products, excluding the Click and Collect Service Fee, will be refunded using the same method of payment as you used to pay for the order. In this case, you can place your order again online.

#### **11. Uncollected products – Click and Collect from Locker (where available)**

For Click and Collect from locker orders (Rhodes only), you have 3 days from the Collection Date, to pick up your order. If you will be unable to collect your order on the Collection Date, you can contact the IKEA Customer Support Centre to notify the store, otherwise your order may automatically be cancelled for a refund. In case of a refund, the purchase amount for the IKEA Products, excluding the Click and Collect Service Fee, will be refunded using the same method of payment as you used to pay for the order. In this case, you can place your order again online.

#### **12. Uncollected products – Click and Collect Near You**

For Click and Collect Near You orders, the IKEA Products must be collected on the Collection Date. If you will be unable to collect your order on the Collection Date, you can contact the IKEA Customer Support Centre to notify the IKEA Collection Point, otherwise your order may automatically be cancelled for a refund. In case of a refund in these circumstances, the purchase amount for the IKEA Products, excluding the fee for the Click and Collect Services, will be refunded using the same method of payment as you used to pay for the order.

#### **13. Our Liability**

To the extent permitted by applicable law, IKEA will not be liable to you for any loss or damages of any kind, including without limitation for any indirect, special or consequential damages, arising out of or in connection with the Click and Collect Services or a delay in the Click and Collect Services except to the extent that any such loss or damages was caused directly by IKEA's negligence or wilful omission.

#### **14. Consumer Guarantees**

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- (a) to cancel your service contract with us; and
- (b) to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods or services. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You are entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

## 15. Returns

Our [IKEA AU Return, exchange and cancellation policy](#) applies to returns and cancellation in relation to the IKEA Products purchased using Click and Collect Services.

If you return all the IKEA Products within 14 days from the date of collection of the IKEA Products, we may also refund any Click and Collect Service Fees. If you return some IKEA Products within the 14-day period, we will not refund the delivery charges.

## 16. Availability of Service

Please note that the [Click and Collect Services](#) are provided subject to availability.

## 17. Privacy

We will need to collect personal information from you in order to provide the Click and Collect Services to you. IKEA will store, process and use your personal data in accordance with the [IKEA Privacy Policy](#). If required, you consent to IKEA sharing your personal information with our trusted external service providers in order for the service providers to provide the Click and Collect Near You Service to you.

## 18. Governing law and disputes

These Terms are governed by the law of New South Wales, Australia. IKEA encourages complaints and any disputes to be addressed through the IKEA Customer Support Centre. In the case of any dispute that cannot be resolved by the IKEA Customer Support Centre, each party submits to the non-exclusive jurisdiction of the courts of New South Wales.

## 19. Changes to these Terms

From time to time, IKEA will need to make changes to these Terms, for example to reflect operational changes or for compliance with laws. IKEA will use its reasonable endeavours to notify you of changes to these Terms in advance of the changes taking effect. In some cases, we may need to introduce a change more urgently (for example to reflect a change in laws, or for unexpected operational or other reasons beyond our control), in which case we will give you as much notice as reasonably possible in the circumstances. If any such change will impact a specific Click and Collect Booking, we will notify you. Any use of the Click and Collect Service after the modified Terms have taken effect shall be deemed to be your acceptance of the modified Terms.

## 20. Contacting us



In case you have feedback, comments or questions regarding the Click and Collect Services, please contact IKEA Customer Support Centre [online](#) or by phone on (02) 9010 0264.