



As-is Online Terms & Conditions

These terms and conditions govern the As-Is online service IKEA Pty Limited ("IKEA", "we" or "us") provide to you.

These terms and conditions may change, so please check before making any purchase. IKEA reserves the right to withdraw the service or amend these terms and conditions at any time without notice.

What is As-is Online?

At IKEA we believe our products deserve a second chance at life. As such, we have created an As-is online platform to allow you to reserve these affordable products without being in an IKEA store, before coming into store to complete your purchase.

You can help to give these items a second chance and a second home.

You will have the ability to browse IKEA products that have been posted online by a selected store and reserve products you want. After your reservation has been confirmed, you will need to go into the selected store to assess the product reserved before completing the purchase in-store.

The IKEA products available through As-is online come to us in several ways:

- (a) discontinued products that are in perfect condition but are no longer being sold in store.
- (b) preloved products from our Furniture Buy-Back & Resell Service;
- (c) display products from our Showroom that have been used to inspire you.
- (d) some furniture might have a few cosmetic imperfections, but they are all functional and safe to use.

The condition of these products will vary and you will receive the product as its described online. Whether it's in its original packaging or fully assembled, you will buy the product As-is.

Once you have reserved your product(s), you will be required to pay for the product(s) in the selected store at the time of collection. Please note prices are inclusive of GST and non-negotiable.

How does it work?

- Go to As-is online on the IKEA website, then select your nearest store. *(You can only pick up the products from the selected store)*
- Choose a product. You can review photos and comments to help check the condition of the product.
- Click the RESERVE button. Log in using your IKEA or IKEA Family username.
- You'll have 48 hours to collect the reserved product, this will reserve the product for you in your chosen store until 6pm on the expiry day. *(Collection window between 10am-6pm)*

- Go to your chosen store and make your way to the As-is area which is located near the checkouts to collect your product.
- Provide your reservation details to the As-is team and assess the condition of the product before taking.
- The price posted for the product is the price of the product when purchased in store.
- Pay at the checkouts and enjoy giving your product a new home.
- If you change your mind, no problem. You have 365 days to return the purchased item, and we'll refund you on a refund card. You can check our return policy [here](#).

Collection

Please check the store you are collecting from for opening & closing hours. When arriving at the selected store, the store As-is area is located within the self-serve warehouse next to the checkouts.

Collection can be immediate, and your reservation of the product(s) will be held for up to 48 hours from the time of receiving your order confirmation email until 6pm on the expiry day. You will be required to show your order confirmation email at the time of collection. If someone is collecting your order on your behalf, please ensure they have the original e-mail confirmation.

If you are unable to collect and purchase your reserved product(s) within the above time frame, the product(s) will be put up for sale and your reservation will be cancelled. Our general terms conditions regarding Returns and Cancellations apply.

Guarantees & Consumer Rights

Certain products purchased from As-is are covered by relevant product-specific guarantees, check product information for more details.

Please be advised that even if a product does not have a specific IKEA guarantee, customers have consumer rights. Customers are entitled to exercise their consumer rights and can claim a remedy from IKEA if the products do not meet one or more of the consumer guarantees outlined under [Australian Consumer Law](#).

What IKEA stores have As-is online?

The As-is online service is currently available at all IKEA Australia stores.

Any changes to service availability will be communicated through the As-is online page. This service is not available at our Plan and Order Points.