

IKEA Business 30-day Credit Account

Effective date: 1 June 2026 (v1)

Terms and Conditions

Your 30-day account at a glance

This quick guide highlights the main features of the Credit Account. The numbered clauses below contain the full terms.

1. Use the account only for business or investment purchases.
2. We issue one Tax Invoice after the whole Order is fulfilled, and payment is due 30 days after the invoice date.
3. Tell us promptly about invoice issues, payment difficulty, changes to your business or suspected unauthorised account use.
4. Risk usually passes on delivery or collection. IKEA keeps ownership until the relevant Tax Invoice is paid in full.
5. Your rights under the Australian Consumer Law may still apply to business purchases.

Part A – Your Credit Account

1. About these Terms and Conditions

These Terms and Conditions form a legally binding agreement between the business customer named in the Credit Account Application (**Customer, you, your**) and IKEA Pty Limited (ACN 006 270 757) of 630 Princes Highway, Tempe NSW 2044 (**IKEA, we, us, our**).

These Terms and Conditions apply when:

- (a) you apply for and are approved for an IKEA Business 30-day Credit Account (**Credit Account**) to buy IKEA products (**Products**) and related services, including picking, delivery, assembly, installation, planning and recycling (**Services**);
- (b) the Products and Services are acquired wholly or predominantly for business or investment purposes; and
- (c) we accept a purchase request or order from you (**Order**).

These Terms and Conditions, your Application, our written credit approval and each accepted Order together form the agreement between you and IKEA (**Agreement**). Any specific terms stated in an accepted Order or for a particular Product or Service apply to that Order, Product or Service. If there is an inconsistency, the documents apply in this order: the accepted Order and any specific Product or Service terms; the written credit approval; these Terms and Conditions; and the Application. Terms in your purchase order or procurement system are administrative only and do not apply unless IKEA expressly agrees to them in writing.

2. Applying for a Credit Account

To apply, you must complete the Credit Account Application and the Business Purpose Declaration (together, your **Application**), provide the information we reasonably request and agree to these Terms and Conditions.

We may approve or decline an Application, acting reasonably. We may also make approval subject to a Credit Limit, a separate guarantee or security, or other reasonable credit conditions that we tell you about before the Credit Account is opened.

Your Credit Account starts when we issue written credit approval. Approval of a Credit Account does not require us to accept every Order.

3. Business Purpose Declaration

By applying for a Credit Account, you declare that:

- (a) Any credit provided under the Agreement will be applied wholly or predominantly for business or investment purposes (or both).
- (b) You must use the Credit Account only for Products and Services acquired in the course of, or for the purposes of, a business, trade, profession or investment.
- (c) Where we ask you to sign a Business Purpose Declaration, you must sign it in the form required by the National Credit Code and only if the declaration is true.

We may ask for a new declaration if there is a material change to your business, the proposed use of the Credit Account or the law, or if we otherwise reasonably need one to confirm the purpose of the credit.

IMPORTANT: You should only sign the Business Purpose Declaration if the credit is wholly or predominantly for business or investment purposes (or both). By signing it, you may lose your protection under the National Credit Code. Knowingly making a false declaration may be an offence.

4. Credit checks, Credit Limits and account reviews

To assess your Application and manage the Credit Account, we may, acting reasonably and in accordance with applicable privacy laws:

- (a) obtain commercial credit reports about you and check public registers, trade references and other lawful sources;
- (b) verify information in your Application and exchange relevant information with trade references, other credit providers and service providers;
- (c) ask for updated financial information or other information reasonably needed to assess your creditworthiness or the operation of the Credit Account;
- (d) where permitted by law and after any required notice and consent, obtain and use credit information about a director, officer or proposed guarantor; and
- (e) require a separate guarantee or security before opening the Credit Account or accepting future Orders.

We may review your Credit Account from time to time. We may, acting reasonably and to protect our legitimate credit, fraud or security interests:

- (a) set, increase or reduce your Credit Limit by giving reasonable notice. A reduction will not by itself change an Order we have already accepted;
- (b) suspend the Credit Account, stop accepting new Orders or require payment in advance or on delivery;
- (c) act immediately where we reasonably suspect fraud or unauthorised use, an Insolvency Event has occurred, or you are in material default; or
- (d) ask for updated information, a guarantee or additional security before accepting future Orders.

You must not place an Order that would cause the total amount outstanding on your Credit Account to exceed the Credit Limit unless we agree in writing.

5. Keeping your account details and access secure

Please tell us in writing within 7 days after you become aware of:

- (a) a change to your name, trading name, ACN, ABN, ownership, directors, control, registered address, invoice contact details or authorised account users;
- (b) a proposed sale of all or a material part of your business, or another material change in ownership or control;

- (c) an Insolvency Event affecting you or a guarantor, or another event that materially affects your ability to pay amounts due under the Agreement;
- (d) any material inaccuracy in information previously given to us; or
- (e) suspected loss, compromise or unauthorised use of the Credit Account or its login or ordering details.

You are responsible for Orders placed by people you have authorised to use the Credit Account. Keep account access details secure and remove access promptly when a person is no longer authorised. You are not responsible for unauthorised use to the extent it was caused by IKEA's failure to take reasonable care.

We may temporarily suspend access while we investigate suspected misuse or protect the Credit Account. We will act promptly and restore access when the concern is resolved.

Part B – Buying on your Credit Account

6. Quotes and Orders

Unless a quote says otherwise, it is valid for 30 days and only for the Products, Services, quantities and delivery or collection arrangements stated in it.

Each Order must identify

- (a) the Products and Services you want;
- (b) the quantities and any agreed specifications; and
- (c) the delivery or collection details and any purchase order reference you want shown on the Tax Invoice.

Submitting an Order is an offer to buy. An Order becomes binding when we accept it in writing, start performing the Services or dispatch the Products, whichever happens first. Before acceptance, we may reject an Order, acting reasonably. After acceptance, we may cancel only the affected part of an Order if:

- (a) the relevant Products or Services are unavailable and we cannot offer a reasonable alternative;
- (b) there is a genuine and obvious pricing, product description or system error;
- (c) the Order would exceed your Credit Limit, the Credit Account is suspended or you are in material default;
- (d) we have objective and reasonable grounds to believe payment is unlikely and you do not agree to reasonable alternative payment or security arrangements; or
- (e) an event beyond our reasonable control prevents supply. We will tell you as soon as reasonably possible and credit or refund any amount paid for the cancelled part.

After we accept an Order, you may cancel or change it only with our written agreement. We may charge only the reasonable direct costs we actually incur because of the cancellation or change, including supplier, picking, transport or restocking costs for Products that have been ordered in, made to order, picked or packed. We will explain those costs on request.

7. Price, charges and GST

- (a) The price for Products and Services (**Price**) is the price in the accepted Order or quote, or otherwise our current price when we accept the Order. Prices are in Australian dollars and exclude GST unless stated otherwise.
- (b) Any delivery, picking, assembly, installation or other Service charge will be disclosed before we accept the Order.
- (c) We may change our prices for future Orders. A price change does not affect an Order already accepted.

- (d) If a new or increased government duty, levy or statutory charge applies after acceptance and directly increases our cost of an undelivered item, we may pass on that increase after giving you reasonable notice. If the increase is material, you may cancel the affected undelivered item without a cancellation fee.
- (e) A quote or accepted Order may state that a price includes GST. Clause 19 explains how GST is handled.

8. Tax Invoices and 30-day payment

We will issue one valid tax invoice (**Tax Invoice**) after the whole Order has been fulfilled.

- (a) You must pay each Tax Invoice within 30 days after the invoice date, unless our written credit approval or the accepted Order states a different payment period.
- (b) Payment must be made in Australian dollars, in cleared funds, using the payment details or method shown on the Tax Invoice.
- (c) You must pay all undisputed amounts by the due date. You may withhold only an amount you dispute in good faith, or an amount you are required by law to withhold.

If you dispute a Tax Invoice, please tell us as soon as possible and preferably within 14 days after the invoice date. Explain the amount disputed and why, and provide any relevant documents. The 14-day period does not remove any right you have under law. We will review the dispute promptly and you must pay the undisputed balance on time.

Please contact us promptly if you expect difficulty paying on time. We may agree to a payment arrangement, but any arrangement must be in writing.

- (a) Interest accrues daily on an overdue undisputed amount from the due date until payment at the Reserve Bank of Australia cash rate target published on the due date plus 4% per annum.
- (b) If an undisputed amount remains overdue 7 days after we send a written reminder, we may suspend the Credit Account, stop accepting new Orders or suspend unfulfilled supply, acting reasonably.
- (c) If the overdue amount is material and remains unpaid after that notice period, or an Insolvency Event occurs, we may make other undisputed amounts on the Credit Account immediately due and payable, subject to any restriction imposed by law.
- (d) After reasonable notice, we may refer an overdue amount to a debt collection agency or lawyer. You must reimburse only the reasonable external recovery costs we actually incur and are legally entitled to recover because of your non-payment, including court fees and reasonable agency or legal fees.

If you do not tell us how to apply a payment, we may apply it reasonably to amounts then due. Either party may set off an amount that is agreed in writing or finally determined to be payable by the other party.

9. Delivery, collection and risk

We will deliver the Products or make them available for collection as stated in the accepted Order. Delivery and collection dates are estimates unless we expressly agree otherwise. We will use reasonable efforts to meet them and will tell you if we become aware of a material delay.

Risk in the Products passes to you at the earliest of:

- (a) delivery to the nominated delivery address, including an unattended delivery you expressly authorised;
- (b) collection by you or a carrier acting for you;

- (c) when we tender delivery but cannot complete it because you did not provide safe access or an authorised person to receive it; or
- (d) when we hand the Products to a carrier you nominated.

Please inspect the Products promptly. Tell us as soon as reasonably possible, and preferably within 7 days after delivery or collection, about any shortage, visible damage, incorrect item or other issue reasonably discoverable on inspection. This time period does not limit any non-excludable right or remedy.

For a latent defect or another issue not reasonably discoverable on inspection, tell us within a reasonable time after you become aware of it.

We may deliver an Order in instalments, but all instalments remain part of the same Order. We will issue one Tax Invoice after the whole Order is fulfilled. A delay or problem affecting one instalment does not allow cancellation of a delivered or unaffected instalment unless the problem is material and substantially deprives you of the benefit of the whole Order. If you do not accept delivery or collect Products as agreed, we may arrange redelivery, store the Products or cancel the affected part of the Order. You must pay only the reasonable direct redelivery, storage or handling costs we actually incur, except to the extent the failure was caused by IKEA. If Products remain uncollected for 30 days after written notice, we may resell or otherwise deal with them as permitted by law and will credit any net proceeds against amounts you owe for those Products.

You must provide safe and reasonable access for delivery and ensure an authorised person is available to receive the Products, unless we have expressly agreed to an unattended delivery.

If a material delay continues beyond a reasonable time, you may cancel the affected undelivered Products or unperformed Services by written notice and receive a credit or refund for any amount paid for them.

10. Returns and product issues

Our retail change-of-mind returns and exchanges policy does not automatically apply to purchases made using a Credit Account.

There is no contractual right to return a Product because you change your mind. We may agree to a return in writing and may charge a reasonable restocking or transport cost that reflects the direct cost of the return.

Nothing in this clause limits any right or remedy you may have for Products or Services that are defective, unsafe, not as described or otherwise fail to meet a non-excludable legal guarantee.

11. Ownership of the Products

Title to each Product remains with IKEA and passes to you only when the Tax Invoice for that Product is paid in full.

- (a) Risk may pass before title under clause 9.
- (b) Until title passes, you may use the Product in the ordinary course of your business, but you must not knowingly grant another person a security interest in it that would defeat IKEA's interest.

If an undisputed amount for a Product remains overdue 7 days after written notice, or an Insolvency Event occurs, we may, subject to law, require you to return any unpaid Product that remains identifiable and has not been incorporated into other property, consumed or resold.

Subject to law, we may recover such a Product from premises under your control after reasonable notice, during normal business hours and without causing avoidable damage. We will obtain consent or a court order where the law requires it.

If we resell a recovered Product, we will apply the net proceeds to the amount owed for that Product and account to you for any surplus. Any shortfall remains payable.

12. Personal Property Securities Act

For the purposes of the *Personal Property Securities Act 2009 (Cth) (PPSA)*, the Agreement is a security agreement and gives IKEA a security interest in unpaid Products and their identifiable proceeds to secure payment of the Price for those Products. To the extent permitted by the PPSA, that interest is a purchase money security interest.

We may register and maintain that security interest on the Personal Property Securities Register. Accordingly, you must:

- (a) provide accurate identifying information and reasonable assistance needed for a valid registration, and promptly tell us about a change to your name, ACN, ABN or other registration details.
- (b) not take any action before title passes that materially impairs IKEA's security interest.

IKEA will pay routine registration and release fees. You must reimburse only reasonable costs caused by inaccurate information you provide, your breach of this clause or enforcement following a material default.

Our rights and your rights under this clause are subject to the PPSA and any other applicable law. Terms defined in the PPSA have the same meaning in this clause.

We do not contract out of PPSA protections unless a separate written agreement expressly does so and the law permits it.

Part C – Responsibilities and legal protections

13. Your responsibilities

Each time you place an Order, you confirm that:

- (a) you are properly constituted and the person placing the Order is authorised to act for you;
- (b) the information you have given us is accurate, complete and not misleading in any material respect;
- (c) the Credit Account and the Products and Services are being used wholly or predominantly for business or investment purposes;
- (d) the Order and your intended use of the Products and Services are lawful; and
- (e) you are not aware of an Insolvency Event or material default that you have not disclosed to us.

You must:

- (a) follow applicable instructions, safety information and laws when storing, using, installing, modifying or reselling Products;
- (b) not use IKEA trade marks, logos or branding in a way that suggests you are an authorised IKEA dealer, agent or partner; and
- (c) comply with applicable sanctions, export controls and product compliance laws if you export or resupply Products.

14. Your rights under law and our liability

A business can have rights as a consumer under the Australian Consumer Law. Nothing in the Agreement excludes, restricts or modifies any right, consumer guarantee or remedy that cannot lawfully be excluded, restricted or modified.

Where section 64A of the Australian Consumer Law permits a consumer guarantee remedy to be limited, and it is fair and reasonable to do so, our liability is limited at our option:

- (a) for Products, to replacement, equivalent supply, repair, or payment of the reasonable cost of replacement, equivalent supply or repair; and
- (b) for Services, to supplying the Services again or payment of the reasonable cost of having them supplied again.

For liability that may lawfully be limited, IKEA is liable only for direct loss that was reasonably foreseeable and caused by our breach of the Agreement or negligence. Our total aggregate liability for that loss is limited to the Price paid or payable for the affected Order.

- (a) To the extent permitted by law, neither party is liable to the other for loss of profit, revenue, business, goodwill, opportunity or anticipated savings;
- (b) loss of or corruption of data; or
- (c) indirect, special or consequential loss.
- (d) The exclusions and cap in this clause do not apply to fraud, wilful misconduct, death or personal injury, a breach of confidentiality or privacy obligations, or any liability that cannot lawfully be excluded or limited.

IKEA is not liable to the extent a loss is caused by your failure to follow instructions, unsafe or unintended use, unauthorised modification or installation, or another act or omission for which you are responsible.

Each party must take reasonable steps to avoid or reduce loss arising from a breach.

15. Indemnity

You indemnify IKEA against a third-party claim and direct loss only to the extent it is caused by:

- (a) your material breach of the Agreement or an unlawful act or omission by you;
- (b) your negligence or wilful misconduct in using, installing, modifying, handling or reselling a Product;
- (c) materially incorrect or misleading information you provide; or
- (d) your unauthorised use of IKEA intellectual property or a representation that you are affiliated with or authorised by IKEA.

The indemnity is reduced to the extent IKEA's breach, negligence or wilful misconduct caused or contributed to the loss, and does not allow double recovery.

16. Intellectual property

The IKEA name, trade marks, product designs, packaging, manuals, instructions, images, catalogues, website content and marketing materials are owned by IKEA, our franchisor Inter IKEA Systems B.V. or their licensors.

You must not reproduce or use IKEA logos, trade marks, images or other intellectual property for advertising or in a way that suggests affiliation, endorsement or authority without prior written consent.

You must not remove or obscure a safety, compliance or identifying label where doing so would be unlawful, misleading or unsafe.

Part D – Suspension, closure and general terms

17. Suspending or closing your Credit Account

You are in default if:

- (a) an undisputed amount remains unpaid 7 days after we give you written notice that it is overdue;

- (b) you materially breach the Agreement and do not remedy the breach within 14 days after written notice, if it can be remedied;
- (c) an insolvency event occurs, meaning you are unable to pay debts as they fall due, an administrator, controller, receiver or liquidator is appointed, you enter a compromise with creditors, or you cease carrying on business (**Insolvency Event**);
- (d) we reasonably suspect fraud, unauthorised use or a material security risk involving the Credit Account;
- (e) a material representation or warranty you gave us is untrue or misleading; or
- (f) there is objective evidence that you are unlikely to pay amounts when due and you do not agree to reasonable prepayment, security or other credit arrangements.

If you are in default, we may take only action that is reasonable and proportionate to protect our legitimate interests, including:

- (a) suspending the Credit Account, stopping new Orders or requiring prepayment for future Orders;
- (b) suspending or cancelling the unfulfilled part of an accepted Order where reasonably necessary because of the default;
- (c) making other undisputed amounts on the Credit Account immediately due after reasonable written notice;
- (d) enforcing our title, PPSA or separate guarantee or security rights; and
- (e) terminating the Credit Account by written notice.
- (f) Our rights relating to an Insolvency Event are subject to any statutory stay, restriction or other mandatory law. Where urgent action is not reasonably required, we will give you notice and a reasonable opportunity to remedy the issue before exercising a right.

Suspension or termination does not affect rights and obligations that accrued beforehand. If we suspend for suspected fraud or unauthorised use, we will investigate promptly and restore access when the concern is resolved.

Clauses about payment, ownership, PPSA, liability, indemnity, intellectual property, privacy, notices and governing law continue after closure to the extent needed to give them effect. You may ask us to close the Credit Account at any time. We may close it for convenience by giving at least 30 days' written notice. Closure does not cancel an accepted Order unless the Agreement otherwise allows it, and all outstanding amounts remain payable under their existing due dates unless you are in default.

When the Credit Account closes, you must stop using it and pay Tax Invoices as they fall due. We may keep information and continue administering outstanding Orders and claims as required by law.

18. Events beyond our reasonable control

Neither party is liable for delay or failure to perform an obligation, other than an obligation to pay money already due, to the extent caused by an event beyond its reasonable control. Examples include severe weather, fire, flood, pandemic, industrial action, transport disruption, government action or an unavoidable material shortage.

The affected party must:

- (a) tell the other party as soon as reasonably possible; and
- (b) take reasonable steps to reduce the effect of the event and resume performance.

If the event materially affects an Order for more than 60 days, either party may cancel the affected unfulfilled part by written notice.

- (a) We will refund or credit any amount prepaid for Products or Services not delivered or performed; and
- (b) you must pay for Products delivered and Services performed before cancellation.

19. GST

Words used in this clause that are defined in *A New Tax System (Goods and Services Tax) Act 1999* (Cth) have the same meaning here.

Unless a price is stated to include GST, GST is payable in addition to the price for a taxable supply.

The additional GST amount is payable at the same time as the price and after the supplier gives a valid tax invoice.

If an adjustment event occurs, the supplier will issue an adjustment note and the parties will make the corresponding adjustment.

20. Privacy and credit information

We collect, hold, use and disclose personal information in accordance with applicable privacy laws and the IKEA Privacy Policy available at IKEA.com.au.

To assess and manage the Credit Account, prevent fraud and recover overdue amounts, we may collect and use business contact information, commercial credit information and other information reasonably relevant to those purposes.

- (a) For information about an individual, including a director, officer or guarantor, we will give any notice and obtain any consent required by law before obtaining or using consumer credit information or credit eligibility information.
- (b) Where permitted by law, we may exchange relevant information with credit reporting bodies, other credit providers, trade references and public registers;
- (c) use it to assess the Application, review and administer the Credit Account, verify identity, prevent fraud and recover overdue amounts; and
- (d) disclose it to IKEA related entities, service providers, insurers, professional advisers, debt collection agencies and regulators as reasonably required for those purposes.

Before giving us another person's personal information, you must take reasonable steps to ensure you are authorised to do so and that the person has received any privacy notice and given any consent required by law.

21. Notices

A formal notice under the Agreement must be in writing and may be delivered:

- (a) by hand;
- (b) by pre-paid post to the recipient's last notified address; or
- (c) by email to the recipient's last notified email address, including the contact details stated in the Credit Account approval, an accepted Order or a Tax Invoice.

A notice is taken to be received:

- (a) if delivered by hand, when delivered;
- (b) if posted within Australia, on the third Business Day after posting; and
- (c) if emailed, on the next Business Day after sending, unless the sender receives an automated failure notice. A notice received after 5.00pm is treated as received at 9.00am on the next Business Day.

Business Day means a day other than a Saturday, Sunday or public holiday in New South Wales.

22. Changes to these Terms and Conditions

We may change these Terms and Conditions for legitimate legal, operational, security or business reasons. A change will not alter an Order already accepted unless you agree or the change is required by law.

For a minor, beneficial or administrative change that does not adversely affect you, we may give notice on our website or through the Credit Account.

For a change that may materially and adversely affect you, we will give at least 30 days' written notice. If urgent action is reasonably needed to comply with law or address a material security or operational risk, we will give as much notice as reasonably possible.

A change applies only to Orders placed after its effective date. If you do not agree to a materially adverse change, you may close the Credit Account before it takes effect.

23. Assignment

- (a) We may assign or transfer the Agreement to a related body corporate, or as part of a sale or restructure of the relevant IKEA business, by giving you written notice and provided your rights are not materially reduced. Any other transfer requires your consent, which you must not unreasonably withhold or delay.

24. General

- (a) If a provision is invalid or unenforceable, it is read down to the minimum extent necessary or severed, and the rest of the Agreement continues.
- (b) A delay or failure to exercise a right is not a waiver. A waiver must be in writing and applies only to the specific matter stated.
- (c) The Agreement is the entire agreement about the Credit Account and each Order, subject to any right or representation that cannot lawfully be excluded. The order of priority in clause 1 applies to inconsistencies.
- (d) The parties are independent contractors. The Agreement does not create a partnership, joint venture, employment, agency or franchise relationship.
- (e) Each party pays its own costs of negotiating and entering the Agreement, except for recovery or enforcement costs expressly allowed by the Agreement or law.
- (f) The Agreement may be accepted or signed electronically and in counterparts. Headings and the at-a-glance guide are included to help navigation. The at-a-glance guide is a summary only; if it is inconsistent with the numbered clauses, the numbered clauses apply.

25. Governing law and disputes

The Agreement is governed by the laws of New South Wales, Australia.

The parties submit to the exclusive jurisdiction of the courts of New South Wales and courts that hear appeals from them.

