



# IKEA AU Return, exchange and cancellation policy

## No non-sense return, exchange and cancellation policy

So you bought it and... it's not quite what you'd had in mind?

That's alright! It's important to us that you're happy with your IKEA purchases.

## 365 days to change your mind

Subject to the terms and conditions set out in this policy including the limitations and exclusions, you can return unused product(s) and certain product(s) in saleable condition within 365 days of purchase with your proof of purchase. This includes all IKEA home furnishing products and accessories, live plants, cut fabric and as-is product(s).

That means, you can assemble the product(s) to test and try them at home and return them as long as the return criteria are met!

## Limitations and exclusions

In certain circumstances, we are not able to accept returns, cancel orders or offer a refund unless the product(s) is faulty. A refund may be refused, or the value of the refund may be reduced if:

1. you damage the product(s) beyond what is necessary to test the nature, characteristics and functioning of the product(s);
2. you do not have proof of purchase;
3. the product(s) are not returned in a saleable condition; and
4. the product is a food or drink, certain perishable product(s), mattresses, custom-made product(s) (including custom-made work top) or any other product(s) we determine from time to time.

IKEA may at its sole discretion reduce your refund to reflect any reduction in the resale value of the product(s). Any refund and reduction will be proportionate to the retail value or the purchase price of the product(s) in the condition returned. Notwithstanding, limitations and exclusions in this policy do not affect your statutory rights.

## Return of Swedish Food Market product(s)

In addition to the terms and conditions above, return of Swedish Food Market product(s) must be:

1. in sealed, unopened and resaleable condition; and
2. before any use-by or best-before date.

We reserve the right to refuse refund or not to refund you the full price of the product(s) if the return criteria are not fully met.



## **No return of Swedish Restaurant, Swedish Café and Swedish Bistro food or product(s)**

Food and product(s) purchased from our in-store Swedish Restaurants, Swedish Café or Swedish Bistro are not eligible for return.

## **Exchange of mattresses**

These terms and conditions and guarantee apply to all new mattresses excluding SULTAN bed bases and bed slats. Please note that they do not affect your statutory rights.

### ***"Love it or exchange it"***

It is important to us that you love your new mattress. So if after a while you discover that it is too firm, too soft or too something else, just bring the mattress back and simply change it for another.

Please note that initially your new mattress can seem a bit too firm. Allow at least one month for your body to get used to the mattress and for the mattress to get used to your body. To get the best comfort you also need the right pillow. Make sure you have a pillow that suits you and your new mattress.

**Exchange once within 365 days:** You may exchange your mattress or mattress pad once within 365 days of purchase if you don't love it, provided that it is not dirty, marked or damaged. Simply take your mattress back to an IKEA store with your proof of purchase and we will help you find one that suits you better.

**Price difference:** If you would like to upgrade your mattress, all we ask is that you pay the difference between the original purchase price and the price of the replacement chosen. If the replacement mattress is lower in price, we will credit the difference to an IKEA Refund card for you to use towards a future purchase.

**Collection:** If you would like IKEA to collect your mattress or mattress pad, you can arrange a collection in any IKEA store or by contacting IKEA's customer service centre (see contact details below).

**Collection arranged by IKEA stores:** If you arrange a collection in an IKEA store, you will be provided with a mattress bag for your mattresses. You must pack and seal the mattress in the mattress bag before placing it outside for collection at an arranged time

**Collection arranged by IKEA's customer service centre:** If you arrange a collection via IKEA's customer service centre, a mattress bag will be provided at the time of collection for your mattresses. You must pack and seal the used mattress before it is taken away by our representative(s).

**Packaging and sealing before collection:** Please note that our representative(s) attending to the collection will not be able to assist with packing and sealing of the mattress in the mattress bag.

**Guarantee:** The terms and conditions of our 10-year mattress guarantee ("**our guarantee**") and the care instructions can be found in our guarantee brochures.



## Refund of delivery charges

If you return all the product(s) within 14 days from the date of receipt of the product(s), we may also refund your delivery charges if you purchased delivery services.

If you return some product(s) or cancel part of your order within the 14-day period, we will not refund the delivery charges.

## Return options

IKEA offers the following return options for your convenience:

1. You can always bring the product(s) you want to return to **any IKEA store in Australia** with the original proof of purchase and the payment card you used to pay for your purchases.
2. IKEA also offers to **collect the product(s)** you wish to return. A collection fee for the cost of returning the product(s) will apply for change of mind refunds. The fee is the same cost as the corresponding delivery cost. To arrange a collection, please contact an IKEA for assistance. A friendly reminder to have your order number and delivery receipt ready.

## Collection conditions

To simplify the collection, we ask you to provide IKEA with as much details as possible of relevant conditions of the collection location including which floor in which the product(s) are to be collected from and whether the doors are narrow or wide. Please ensure that there is suitable access to the chosen collection location.

If our representative considers that collection is likely to cause damage to the product(s) or to the property, they will inform you and record this concern on the collection document. If you still want our representative to collect the product(s) anyway, we will not be liable for any damage caused provided that reasonable care is taken by our representative in collecting the product(s).

A collection document provided by the representative must be signed by you to confirm that the collection has taken place. If you are not personally available to attend and accept collection of the product(s), you may appoint an adult representative to do so on your behalf.

## Refund amount and method

Except as expressly set out in this policy, IKEA will refund the price paid for the returned product(s) via the original payment method.

Where you have opted for us to collect the product(s) from you, we will need to contact you once the collection has taken place to arrange payment of your refund to your credit card, debit card used for original payment or issue to you an IKEA Refund card. If we are unsuccessful in contacting you, we will send you an IKEA Refund card for the value of your refund. IKEA Refund cards are subject to the IKEA Refund Card terms in our IKEA Cards Terms and Conditions. In the instance you contact IKEA by phone to arrange payment of your refund, IKEA will need to verify



your identity. If you fail identity verification, IKEA reserves the right to repeat the verification process or to ask you to arrange payment of your refund in store.

### **Refund processing time**

We will withhold any refund until we have received the product(s) or received evidence that you have returned the product(s) to us. If we have agreed to collect the product(s), it may take up to 14 days from the date of collection to process your refund.

### **Cancellation of order**

When you place an order with IKEA via the IKEA website, IKEA App or over the phone, you can contact IKEA and cancel your order at any time before the product(s) are dispatched to you. We will provide a full refund of the price you paid and our delivery charges if you also purchased delivery services as long as it meets the criteria in this policy.

Please note that we are unable to cancel an order after the product(s) are dispatched to you.

If you contact IKEA by email, please include your order number in your e-mail, and clearly specify which product(s) in your order you wish to cancel. Once cancellation is processed, we will confirm our receipt of your cancellation by email.

If you contact IKEA by phone, please have your order acknowledgement email at hand and be ready to quote your order number and to specify which product(s) in your order you wish to cancel.

### **Cancellation of services**

Subject to the terms and conditions set out in this policy, you may not cancel any services ordered by you that have been rendered. However, we may at our sole discretion cancel the services that have not been rendered and refund you those fees.

Please check the terms and conditions of the services for details on cancellation of the specific service. If required, please contact IKEA for assistance.

### **Cancellation of custom-made work top order**

These additional terms apply to custom-made work tops and do not affect your statutory rights.

If you order a custom-made work top for your IKEA kitchen, you may cancel the order 24 hours before check and measure and receive a full refund of the fees paid.

If you do not proceed with installation of your custom-made work tops after check and measure but before fabrication begins, you will receive a refund of the fees paid minus the fees of check and measure service. No refund of the fees for the check and measure service rendered.



Once fabrication begins, you cannot cancel the order. There will be no refund of the cost of the custom-made work tops or service fees unless IKEA agrees otherwise. You will incur the full cost of the production of your ordered custom-made work tops and all services rendered including possible scrapping charges.

**Contact IKEA**

Customers can contact IKEA by phone or chat:

Phone: Our team is available Monday to Sunday 9 am – 7 pm AEST/AEDT. (02) 8020 6641

Chat: Visit [www.ikea.com/au/en/customer-service/contact-us/](https://www.ikea.com/au/en/customer-service/contact-us/)