

# IKEA Mattress Removal Service

Effective Date: 11 February 2026 (v3)

## Terms & Conditions

1. **Agreement:** These terms and conditions form a legally binding contract between you, (“Customer”, “you”, “your”), and IKEA Pty Limited (“IKEA”, “we”, “us” and “our”), and govern the terms offers with our Mattress Removal Service.
2. **Mattress Removal Service:** IKEA offers a service (the **Service**) to remove your old mattress at the residence for customers who purchase the following (all within the same transaction):
  - a. a new IKEA mattress from our IKEA range; and
  - b. a delivery service from IKEA for delivery of the new IKEA mattress purchased above; and
  - c. requests and purchase this additional service to remove a mattress(es) from the delivery location.
3. **Terms of Service:** By requesting the Service, you acknowledge and accept the following:
  - a. Either the delivery partner or IKEA will provide the Customer with a bag for the mattress at the time of arrival;
  - b. The delivery partner is not authorised and is not able to assist the Customer with this requirement;
  - c. The mattress will not be accepted by the delivery partner without the mattress in the supplied bag; and
  - d. The delivery address and the mattress removal location must be identical.

The mattress to be removed will be collected at the conclusion of delivery by an IKEA service partner.
4. **Service Locations:** This service is only offered in the following states and territory (and at selected postcodes only): New South Wales, Australian Capital Territory, Victoria, Western Australia and South Australia. **This Service is not available in Queensland.**
5. **Service Fee:** A Service Fee is charged for the Service. Please review our website or contact IKEA AU at the time of purchase to confirm the applicable Service Fee. The Service Fee is **payable per mattress removed**. There are no limits to the quantity of mattresses removed (so long as at least **one new mattress** has been purchased from IKEA within that same transaction).

6. **Cancellation:** You may cancel this service at any time before the time of delivery. IKEA will provide a refund if the cancellation occurs with more than 24 hours' notice. Any Service Fees collected for a cancellation within 24 hours is forfeited. You agree that failure to place any mattress for removal within the supplied bag(s) for collection constitutes a cancellation of the Service (as well as the forfeiture of any applicable Service Fees).
7. **Service purchased in-store:** If you have elected to purchase the Service in-store, you will be provided with one single bag (per mattress) per Service purchased. This/these bag(s) must be used to comply with the Terms of Service (Clause 3).
8. **Service purchased online:** If you have elected to purchase the Service online, you will be provided with one single bag (per mattress) per Service purchased at the time of Delivery. This/these bag(s) must be used to comply with the Terms of Service (Clause 3). Note that the Delivery Driver on the day will not assist the Customer to place their mattress(es) for removal into the bag(s). Clause 6 applies if you are unable to comply with this requirement.
9. **No change of minds:** Once the mattress is collected from the Customer, the Customer acknowledges that there is no change of mind available. The mattress will be provided to IKEA's mattress recycling provider of choice (approved by the Australian Bedding Stewardship Council) and will no longer be within control or possession of IKEA after collection from the Customer.
10. **Australian Consumer Law:** The Service 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 be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your agreement and obtain a refund for the unused portion of the contract.

11. **Limitation of liability:** By accepting these terms and conditions, the Customer acknowledges that no express or implied guarantee is provided to the Customer with respect to the purpose of the collection of the mattress and that additionally IKEA is not liable to any loss or damage whatsoever suffered (including but not limited to indirect or consequential loss) or for personal injury suffered or sustained as a result of the provision of the Service, except for any liability which cannot be excluded by the Australian Consumer Law.



12. **Right to correct and adjust:** While great care has been taken to ensure accuracy of all prices and descriptions, IKEA reserves the right to update these terms and conditions and recommends the Customer reviews these terms and conditions prior to making payment for the services for any updates. IKEA reserves the right to change the terms and conditions from time to time to reflect changes to the law or changes to our services.
  
13. **Governing Law:** These terms and conditions are governed by the applicable laws in-force in New South Wales, Australia.