

IKEA Delivery Services

Effective Date: 1 October 2025 (v4)

Terms and Conditions

IKEA provides delivery services for IKEA furniture and other products (**IKEA Products**), to assist customers with the transportation of their IKEA Products from an IKEA store to their home or office (**Delivery Services**).

1. **Terms and Conditions:** These terms and conditions (**Terms**) form a legally binding contract between you, a customer who has elected to receive Delivery Services in relation to your purchase of an IKEA Product(s) (**Customer, you and your**), and IKEA Pty Limited (**IKEA, we, us and our**). These Terms govern the Delivery Services to be provided to you. You are deemed to accept these Terms and Conditions when you place an order for or elect to receive any Delivery Services.
2. **Subcontractors:** We sub-contract the Delivery Services to our trusted transport service providers (**TSP**). You acknowledge that our TSP's will provide the Delivery Services to you, on IKEA's behalf.
3. **Minimum order value:** All delivery services require a minimum order amount of \$15.00 (and as calculated after all discounts applied). Any service charges or delivery fees are not included in the calculation of the minimum order amount. For orders that do not meet this amount, delivery/collect services will not be available and will not be offered.
4. **Preconditions to Services:** You acknowledge and agree that as a condition for the TSP to provide the Delivery Services:
 - (a) you must ensure that the TSP is provided safe access to the Delivery Location (see clauses 7 and 16 of these Terms);
 - (b) you must ensure that someone over the age of 18 is available to physically accept the Delivery Services at the Delivery Location at the time of delivery (except where Authority to Leave has been provided in accordance with clause 11 of these Terms; and
 - (c) you will be responsible for ensuring that you provide complete, correct and accurate information and instructions regarding the Delivery Location to enable us to provide the Delivery Services (see clauses 12, 14 and 16 of these Terms).

Our TSPs may not be able to provide the Delivery Services if these conditions are not satisfied.

5. **Delivery Methods:** IKEA offers Customers two options for Delivery Services:
- (a) "Delivery to the door" (see clause 6); and
 - (b) "Delivery into your home" (see clause 7) (together, the **Delivery Methods**).

You will be required to select a Delivery Method at the time of booking the Delivery Services.

6. **Delivery to the door:** If you select "Delivery to the door" at the time of purchasing your IKEA Products, the TSP will deliver your purchase to the front door of your nominated delivery address (**Delivery Location**).
- If your Delivery Location is **a residential apartment or unit**, the TSP will only deliver to the front door that serves as the main entrance to the communal foyer and/or main lobby (or the like) of your building located on ground floor (rather than to your actual individual residential apartment and/or suite within the building).
 - If your Delivery Location is **a standalone residential home**, the TSP will deliver to your main entrance door but will not enter your residence (and are directed to decline any additional requests regarding delivery within your residence).

If you book "Delivery to the door", the TSP may leave your delivery at the main entrance foyer/lobby/by your front door on ground level (in as safe and secure of a location as is reasonably possible) at the Delivery Location if you are not home at the time of delivery of the IKEA Product(s). The TSP will always take a photo of proof of delivery to this location should delivery occur without your presence.

7. **Delivery into your home:** If you select "Delivery into your home" at the time of purchasing your IKEA Product(s), the TSP will deliver your IKEA Product(s) inside your home as directed by you. The TSP will move IKEA Product(s) into a nominated room within the Delivery Location indicated by you at the time of booking the Delivery Services (**Room of Choice**). You will need to select one Room of Choice per delivery (even if there is more than one item within your delivery).

If you select "Leave order at doorstep if I am not home" or provide *Authority to Leave* in accordance with clause 11 of these Terms, the TSP may leave your delivery in a safe and secure location at the Delivery Location.

For “Delivery into your home”, the TSP may take your delivery up to the second floor of your building or home if access is by stairs (and with no lift or elevator available that will accommodate the delivery). If there is a suitable lift or elevator, there is no restriction to which floor the delivery can be made to (provided that the lift or elevator functions as per normal). In both cases, you must ensure that sufficient access is available via a staircase or lift. If sufficient access is not available via a lift or staircase, or sufficient access is available via a staircase but the Room of Choice is higher than 2 floors from ground level, the TSP may fail the delivery, or leave your delivery in a place that is mutually agreed to by yourself and the TSP.

8. **Delivery Service Fee:** A fee is payable for the Delivery Services (**Delivery Service Fee**). For more information and the details of our Delivery Service Fees, please see Delivery service options and pricing on the IKEA website.

The Delivery Service Fees may differ depending on the Delivery Method you elect. While great care has been taken to ensure the accuracy of all prices and descriptions, IKEA reserves the right to correct any errors (including in relation to GST and other charges that are out of our control) and adjust future prices.

9. **Delivery dates:** You may be provided with an estimated delivery date at the time of booking the Delivery Services. You can track the status of your order by visiting <http://www.ikea.com.au/track>.
10. **Changes to the Delivery Services:** To request a different delivery time or date, Delivery Location or Delivery Method, please contact the IKEA Customer Support Centre as soon as possible after placing the order for Delivery Services, but no less than 1 day prior to your estimated delivery date. We need to plan for the Delivery Services and to give our TSP's notice of any changes to the Delivery Services. Accordingly, additional charges may apply for any late changes that are made to bookings for Delivery Services after this cut-off period. The Delivery Services Fee may also be varied if the Delivery Method or Delivery Location are revised. The IKEA Customer Support Centre will notify you of any additional fees, or refund that may apply. Revising your Delivery Location or chosen Delivery Method may result in a delay or change to your estimated delivery date.
11. **Authority to Leave:** If you select “Delivery to the door”, select “Leave order at doorstep if I am not home” when booking “Delivery into your home” service or provide consent to leave order at doorstep (**Authority to Leave**), the TSP may leave your IKEA Product(s) at the Delivery Location if you are not present to receive the delivery on the delivery date.

If the TSP determines that there is no safe place to leave the IKEA Product(s), the TSP may return the IKEA Products to IKEA. In this case, the IKEA Customer Support Centre will contact you to reschedule the delivery.

IKEA will not be responsible for any damaged or stolen IKEA Products where you have given Authority to Leave the IKEA Products in accordance with clause 11 of these Terms..

12. **Delivery requirements:** You are responsible for ensuring that there is adequate, clear and safe space available for the IKEA Products to be delivered by the TSP. You need to provide the Delivery Location and certain delivery details at the time of booking the Delivery Services (i.e. including the nature of the delivery location, the level on which the IKEA Products are to be delivered, and parking arrangements). It is important that this information is provided, and accurate, to ensure that the TSP will have the appropriate resources to provide the Delivery Services at the nominated Delivery Location. The TSP will, acting reasonably, determine whether it is safe for the TSP to deliver the IKEA Product(s) at the Delivery Location.
13. **Delivery restrictions:** The TSP cannot deliver IKEA Product(s) to a Delivery Location that is a worksite for incomplete residential or commercial premises. Delivery Services are also not able to be provided to P.O. Boxes.
14. **Important information about the Delivery Location:** At the point of purchase, you will be asked to specify the Delivery Location and if you select Delivery into your home, you will be required to select your Room of Choice (see clause 7). IKEA will not be liable for any incomplete, incorrect or inaccurate information or instructions. If the Delivery Location or Room of Choice changes, please contact the IKEA Customer Support Centre to make arrangements for the revised Delivery Location. This may result in you incurring additional costs depending on timing and the nature of the new Delivery Location.
15. **Contact and updates on the day of delivery:** All deliveries can be tracked. For deliveries where an estimated delivery time has been provided to you, our TSP may attempt to contact you 30 minutes to 1 hour prior to the delivery time to give you advance notice of the expected delivery time for the Delivery Services. In the event of any unforeseen circumstances such as truck breakdown, traffic accident, major traffic delays or severe weather, we will do our best to contact you to rearrange an alternative delivery time or date.
16. **If delivery cannot be completed:** If lack of access, space issues, safety concerns or other obstacles impedes the completion of the Delivery Services, the TSP may be

unable to complete the Delivery Services, and the TSP may in its reasonable discretion:

- (a) for Delivery into your home, deliver the IKEA Product(s) to another agreed safe location at the same Delivery Location (if safe to do so) by agreement with you; or
- (b) for all Delivery Methods, return the IKEA Product(s) to IKEA.

If delivery cannot be completed as a result of an impediment, the IKEA Customer Support Centre will contact you to reschedule the Delivery Services or to make alternative arrangements in connection with the IKEA Product(s) and you may be charged a subsequent Delivery Service Fee.

If the TSP is unable to complete the Delivery Services due to you or your representative not being home or due to you providing us with incomplete, inaccurate or incorrect delivery information, a second attempt will be made for the next available date. We will inform you of the new delivery date. If the second attempt to deliver is also unsuccessful, your order will be cancelled, and the cost of the associated IKEA Products will be refunded to you using your original payment method. The Delivery Service Fee will not be refundable in these circumstances, as our TSP will have attempted to complete the Delivery Service.

To reschedule a missed delivery, you may contact the IKEA Customer Support Centre. Additional Delivery Service Fees may be charged.

17. **Cancelling Delivery Services:** If you cancel the Delivery Services on the same day that the Delivery Services were booked and paid for (by calling the IKEA Customer Support Centre), you will be entitled to a full refund of the Delivery Service Fee. If any changes are made to the Delivery Services after the day of the Delivery Services are booked, the full Delivery Service Fee may not be able to be refunded (if, for example, our TSP has already been booked to provide the Delivery Services). Our IKEA Customer Support Centre will be able to discuss the Delivery Services Fee with you.
18. **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.

19. **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 Delivery Services or a delay in the Delivery Services. Nothing in these Terms and Conditions excludes, restricts or modifies rights you may have under the Australian Consumer Law or any other law in relation to the goods or services provided by IKEA.
20. **Return Options:** IKEA offers the following return options:
- (a) you can always bring the IKEA Product(s) you wish to return to any IKEA store in Australia with the original proof of purchase and the payment card you used to pay for your IKEA Products.
 - (b) IKEA also offers to collect the IKEA Product(s) that you may wish to return. A collection fee for the cost of returning the IKEA Product(s) will apply for change of mind refunds. The fee is the same cost as the corresponding Delivery Service Fee. To arrange a collection, please contact the IKEA Customer Service Centre for assistance.

For further information please see our IKEA AU Return, exchange and cancellation policy at [Customer service and Services](#) or contact our Customer Service Centre for assistance.

Any IKEA Products to be collected for return must be completely disassembled prior to return pickup by our TSP. If the IKEA product is not disassembled before your return pickup window, the TSP may not be able to collect the returned IKEA Product, and an additional fee may be payable when securing a subsequent return pickup date.

21. **AS-Is items (IKEA Preloved / second-hand item):** If the IKEA Product purchased is an AS IS item, these items may be imperfect and/or already assembled. AS IS IKEA Products are supplied subject to the AS-IS Products Terms and Conditions (located on the IKEA website). If the AS IS Product(s) requires additional care (such as extra packaging to ensure safe transport or similar) due to the imperfections or the fact that it is already assembled at the time of collection by the TSP for delivery to you, IKEA may charge an extra fee for packaging the AS IS Product(s) prior to transport. You will be notified of any additional charges prior to completion of the booking for

the Delivery Services and will be asked for agreement as to the proposed Delivery Service Fee for the relevant AS IS Product(s).

All reasonable care will be taken in order to deliver the AS IS IKEA Product(s) in the same condition that it was purchased. You acknowledge that AS IS IKEA Product(s) may already have minor damage, or be assembled prior to the commencement of the Delivery Services and in that case, IKEA and its TSP will not be liable for the pre-existing damage or imperfections (subject to any warranties that cannot be excluded under applicable laws).

22. **Damaged or missing items:** In the unlikely event that IKEA Products are missing or damaged when delivered to you, IKEA will replace any missing items and organise for any incorrect or damaged items to be returned and to be replaced at no cost to you.
23. **Personal Information:** We will need to collect personal information from you, and share that personal information with the TSP, in order to arrange for the provision of Delivery Services to you. By agreeing to these terms, you agree to IKEA will storing, processing and using your personal data in accordance with the IKEA Privacy Policy. You have the right to access and correct your personal information in accordance with the *Privacy Act 1988*, to make such a request, please contact our IKEA Customer Support Centre and refer to our Privacy Policy for further details.
24. **Changes to these Terms:** From time to time, IKEA may need to make changes to these Terms, for example to reflect operational changes or for compliance with laws. IKEA will post updates to these terms on its website. If any such change will impact a specific Delivery Service, we will notify you. Any use of Delivery Services after the modified Terms have taken effect shall be deemed to be your acceptance of the modified Terms.
25. **Contacting us:** In case you have feedback, comments or questions regarding the Delivery Services, please contact IKEA Customer Support Centre online or by phone on (02) 9010 0264.
26. **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.