IKEA AU Service Terms and Conditions

Delivery Service Terms of Carriage
This document sets out the arrangements that will apply to the purchase of an IKEA Delivery Service. It sets out the arrangements in relation to the purchase from IKEA and records that IKEA is not the Service Provider (TSP).

- Please note, we are unable to deliver to P.O. Boxes. Any orders with P.O. Box addresses will be redirected to the nearest collection point for pickup.

1. Delivery will take place at the location specified by the Customer on the delivery instructions. Due to COVID, deliveries will be delivered to the room of choice.

2. Changes to your delivery date can be made up until 6pm the evening before your delivery. Additional charges may apply for any changes after this cut-off period.

3. The Customer is responsible for ensuring that sufficient access and space to complete the delivery will be available. If the goods are to be delivered to a location other than on ground level, then sufficient access will be available by staircase or lift.

4. The delivery can happen anytime in the allocated time window selected by the Customer at point of sale. If the window is longer than 4 hrs the TSP will contact the customer beforehand with the timeslot that the delivery might occur. The TSP will contact the Customer 0.5-1 hours prior to the delivery.

5. On delivery, the Customer (or a representative) will be required to check the condition of the packaging and confirm that the correct number of items has been delivered. Due to COVID, no signatures are needed. Hence; the driver must be notified if any discrepancies are noticed and this should be noted. If there are discrepancies, please contact us as soon as possible. For any other problems with your order, please refer to IKEA’s No-nonsense Returns & Exchanges Policy.

6. If the customer have selected authority to leave option when booking the delivery service online or at the store, our transport service partner will leave your goods in a safe place, if there is no safe place to leave the goods the transport service partner will return the goods to IKEA and the IKEA customer support team will contact you to re-arrange the delivery.

7. A person over 18 years old must be present to receive the order. Please be aware we do not deliver to PO Boxes.

8. If you miss your delivery please contact IKEA Customer Service to re-schedule, a new delivery fee may apply. While unforeseen events can occur, (e.g. weather conditions) the delivery company will make every effort to deliver within the assigned time window.
9. Missing items will be replaced; incorrect or damaged items will be returned and be replaced at no cost to the Customer.

10. If the premises does not have access to a lift and the delivery location is more than 3 flights of stairs the TSP may decline to carry the goods up all the way and the customer will be expected to organize this.

11. If the Customer purchased AS IS items. These items may be in some way imperfect and/or assembled. IKEA may take an extra fee for packaging the product prior to transport if necessary. All necessary care will be taken in order to deliver the goods in the same condition that they were purchased. However, IKEA and the TSP takes no liability for any damages that may occur during the delivery or transport of AS IS items.

For a full refund of the Delivery fee, the Customer will have to cancel the delivery on the same day the delivery was paid for by calling the IKEA Customer Support Centre. Contact details are available on IKEA website https://www.ikea.com/au/en/customer-service/contact-us/. To track your orders please visit please visit www.ikea.com.au/track.