

## Furniture Buy-Back Service Terms & Conditions

These terms and conditions are in addition to, and do not affect, the IKEA Returns Policy or your statutory rights under the Competition and Consumer Act 2010.

How does it work?

At IKEA we believe our products deserve a second life, as such we are willing to buy your used IKEA products from you.

The "Buy-back and re-sell in store" service enables us to help customers prolong IKEA furniture's life, by buying back their used IKEA furniture in return for an IKEA refund card and then reselling the returned furniture in the AS-IS area. Furniture we buy-back and resell in our AS-IS area provides an even more affordable option for the many people. It's this kind of approach and way of thinking that will help us achieve our goals of becoming a circular business and people and planet positive. The customer will follow a step by step process using our buy-back web solution: **[IKEA.com.au/buyback](https://www.ikea.com.au/buyback)**. At the end of the journey on this web solution the customer will receive an estimate for their IKEA furniture.

All estimates are subject to a satisfactory physical inspection of the products by an IKEA co-worker and we do not agree to purchase your products until they have been inspected at the IKEA Store. The final offer price given by the IKEA co-worker is final and not open to negotiation.

If we accept your products you will be issued with an IKEA refund card for the agreed buy-back value. The IKEA refund cards are redeemable for a period no longer than 3 years from the date of issue. These products will then be placed in our AS-IS section for resale or if we unable to sell the product, IKEA will responsibly dispose of it. More information about IKEA sustainability approach can be viewed [here](#). Is there anything IKEA is unable to accept? Buy Back is currently only set up to handle complete / fully functional furniture pieces. IKEA is currently unable to accept items from the categories listed below however we are always looking for new opportunities to improve our services so check back in the future.

The following categories of products are not currently eligible for the Furniture buy-back service:

- Non-IKEA products
- Home furnishing accessories including Lighting and Textiles  
Add on units, and componentry
- Products that have been used outside including outdoor furniture
- Mattresses & Bed Textiles (such as Blankets and Mattress toppers)
- Kitchens including bench tops, cabinets and fronts
- Modular Wardrobes and accessories
- Electrical Appliances
- Children's and Baby products (such as cots, mattresses and change tables)

Our intention is to on-sell your products to a new home, and we want to ensure that 'buy-back' products purchased by customers are of a high quality and meet our obligations under the Competition and Consumer Act 2010.

To be eligible for our Furniture buy-back service, Products must:

- be structurally sound and safe
- be in resalable condition
- be of acceptable quality and fit for the purpose the products are or were advertised for
- owned by you and not carrying any hidden debts or security interests
- match our descriptions of the products and not be modified from their original state
- meet the promises we make or propose to make about performance, condition and quality of the products.

Where is the buy-back service happening?

IKEA's buy back service is available at all IKEA stores in Australia.

Why wasn't my product accepted?

IKEA reserves the right to refuse to accept a product at in its sole discretion, including if your products are ineligible for the furniture buy-back service, are not as described in the online web solution.

To help you get your old IKEA furniture off streets and out of landfill, GoGet is offering a discount to support the IKEA Buy Back service. See more information following below link.

[Buy-back Service GoGet Terms & Conditions:](#)