

## Buy-back Friday promotion Terms & conditions

Entry into the promotion is deemed to be an acceptance of these Terms & Conditions.

All customers are open to IKEA's Buy-back service. To be eligible for the 50% extra value refund card, the customer must be an eligible IKEA Family member and bring a screenshot or write down their quote number and product/s to the Returns & Exchanges desk and present your IKEA Family membership to complete transaction.

IKEA Family members must be Australian residents, who are 18 years of age or over, who are members of the IKEA Family Australian loyalty program. The IKEA Family profile must be active, and not suspended or deleted, otherwise the entry will be ineligible.

The promotion commences at 09.00am (AEDT) on 25/11/2021 & closes at 09.00pm (AEDT) on 05/12/2021 ("Promotion Period").

IKEA Family members must generate the quote for the Buy-back service during the promotional period to be eligible for 50% extra value refund card. IKEA Family members have until 31 December 2021 to redeem the promotion and must produce their Buy-back quote and product to the Returns & Exchanges desk and scan your membership to complete transaction.

### **The promotion is available at:**

IKEA Tempe, IKEA Rhodes, IKEA Marsden Park, IKEA Canberra, IKEA North Lakes, IKEA Logan, IKEA Adelaide, IKEA Perth.

### **The promotion is not available at:**

IKEA Richmond, IKEA Springvale.

Any changes to the service availability will be communicated on the online tool.

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. More information about IKEA sustainability approach can be viewed [here](#).

### **Is there anything IKEA is unable to accept?**

The IKEA furniture buy-back service is currently only available to buy back used personal household items only, and unable to accept quantities more than 10 items and commercially used items.

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/products
- Children's and Baby products (such as cots, mattresses and change tables)
- Bunk beds, Loft Beds & Daybeds
- Any product that has been purchased in the As-Is area of the IKEA store

All upholstery products (Sofas, armchairs, footstools, chairs and stools) must be returned clean and free of stains.

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.

All upholstery items will be subject to a thorough assessment for stains and hygiene condition prior to acceptance.

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.

Products that are not accepted must be taken away by the customer, products are not to be left on IKEA premises. Any products left will be disposed of accordingly by IKEA.

**General Terms**

These terms and conditions are in addition to, and do not affect, the IKEA Returns Policy, the IKEA Family Terms and Conditions and/or the IKEA Privacy Policy.

IKEA is unable to accept any products that do not meet the above eligibility criteria and does not agree to purchase any IKEA product without a thorough in-store, physical inspection. IKEA reserves the right in its sole discretion to refuse any product at the point of return.

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](#)