



IKEA Parcel Delivery Service Customer Agreement

Parcel Delivery Service Terms of Carriage

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

Your estimated delivery date is not guaranteed. You are able to track the status of your order by visiting www.ikea.com.au/track.

You will receive a notification of expected delivery on the morning of the delivery.

Your order will be delivered and handed over at the front door of the specified address. If the delivery is to your office or workplace, your order will be handed over at reception area or area for delivery, whichever is applicable.

A signature is not required for your order to be delivered. If nobody is present at your home or workplace, the Service Provider will attempt to leave your order in a safe place.

If a delivery is futile and there is no safe space to leave your order, the Service Provider will leave a card with instructions that your order has been taken to a nearby Collection Point. If the Service Provider does not have a Collection Point nearby your order will return to the depot for collection.

If you have ordered any knives as part of your delivery, you will be requested to verify your identity upon delivery.

Should you fail to collect the Parcels at the Collection Point within 7 working days, the Parcels shall be returned to IKEA by the Service Provider.

Should you wish to cancel your order for any reason prior to delivery, you will need to contact us on the numbers listed below.

Contact us:

Victoria/Tasmania
03 8523 2154

ACT/New South Wales
02 8020 6641

Queensland/NT
07 3380 6800

South Australia
08 8154 4532

Western Australia
08 9201 4532

Customer service operating hours
Mon-Sun 08:00 AM – 10:00 PM AEST