

IKEA Australia - Returns, Exchanges and Cancellations Policy

Effective date: 9 April 2026

Terms and Conditions

1. About this Policy

- 1.1 These terms and conditions (together referred to here as the **Policy**) form a legally binding contract between you, (**Customer, you, your**), and IKEA Australia Pty Limited (**IKEA, we, us and our**), and govern the terms on which we offer our change of mind policy for unopened products (**Change of Mind**), our 'Test and Try' policy (**Test & Try**) and our 365-day 'love it or exchange' mattress exchange policy.
- 1.2 The rights we grant to you under these terms are in addition to and separate from any rights you may have at law, including under the Australian Consumer Law if a product is faulty, a service is not provided with reasonable care and skill, or goods or services are not as described.
- 1.3 Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.
- 1.4 If your product is faulty, unsafe, not as described or does not meet consumer guarantees, or if a service does not meet the consumer guarantees under the Australian Consumer Law, you may be entitled to a repair, replacement, re-supply or refund.
- 1.5 Nothing in this Policy excludes, restricts or modifies any rights or remedies you may have under the Australian Consumer Law or any other law that cannot be excluded, restricted or modified by agreement.
- 1.6 This Policy is only applicable to purchases **made on or after 9 April 2026**. Any purchases completed prior to this date will be governed by our previous return policy.

2. Summary of key options

- 2.1 For change of mind (where there is no fault of the product/service):
 - (a) **365-day returns (unopened products)**: applies to products that are unopened, unused and in resaleable condition (see section 3). Any refunds provided will be made to your original payment method (where possible).
 - (b) **60-day "Test & Try" (selected products only)**: applies only to selected products that are not excluded (see section 4.3). You may open and assemble the product to try it at home but you must keep all packaging. Any refund value will be issued with in-store credit onto an IKEA Refund Card.

- (c) **365-day “love it or exchange” Mattress Policy:** applies only to IKEA mattresses and entitles you to one exchange within 365 days (see section 5). This is an exchange Policy only (and no refund will be provided) and can only be exercised once only per purchase. Once exercised, it is not subject to any further exchange opportunities.
- (d) **Online Orders** can be cancelled before dispatch. If the item has already been dispatched, you may bring the item back to an IKEA store for a refund under our Change of Mind Policy.
- (e) **Some services** (for example, delivery and assembly) that have not yet been performed may be cancellable at IKEA’s discretion, with fees refunded as set out in this Policy and the specific service terms. Services already performed are generally not refundable except if performed incorrectly under the Australian Consumer Law and/or where required by law.
- (f) **Custom made work-tops:** cancellations cannot be refunded after fabrication have commenced for change of mind.

2.2 For faulty products or products not as described, your rights are set out under the Australian Consumer Law and are not limited by this Policy.

3. 365-day Change of Mind Returns (unopened products)

3.1 Eligibility

Subject to the limitations and exclusions in this Policy, you may return eligible products within 365 days for a change of mind if all of the following conditions are met:

- (a) the product is unopened and unused;
- (b) the product has not been assembled;
- (c) the original packaging is sealed, untampered and unbroken (for example, tape or shrink-wrap not removed);
- (d) the packaging and product show no obvious damage; and
- (e) you provide proof of purchase (for example, receipt, tax invoice, order confirmation or bank/credit card statement).

The ‘365-day’ period commences from:

- Where delivery was not purchased: 365 days from the date of purchase.
- Where delivery was purchased: 365 days from the date that has been recorded as the successful delivery date to the address per your order.

3.2 Limitations and exclusions

In certain circumstances, we may not be able to accept returns for Change of Mind including where:

- (a) you damage the product while it is in your possession;

- (b) you do not have proof of purchase;
- (c) the product is a mattress;
- (d) the product is custom-made (including custom made work tops) as set out below in greater detail (at section 9);
- (e) the product(s) are not returned in a resaleable condition; or
- (f) the product is a food or drink, perishable, a gift card, or purchased from our in-store Swedish Restaurants, Swedish Café or Swedish Bistro.

Resaleable condition in this clause means that the product(s) could be reasonably resold to another member of the general public as a new, unused IKEA product.

3.3 **As-is products**

For As-is products, change-of-mind returns are only accepted where the product is returned in the same condition as when sold to you.

3.4 **Products sold without packaging**

Where a product is sold without packaging (for example, some soft toys or display-style items):

- (a) the product must be in new, unused condition; and
- (b) any tags or labels originally attached to the product must still be attached and in good condition.

3.5 **Live Plants**

Live Plants must be in resaleable condition and must not show any signs of withering. The original tag must still be intact.

3.6 **Swedish Food Market products**

Swedish Food Market products may only be returned for change of mind if:

- (a) they are in sealed, unopened and resaleable condition; and
- (b) they are returned before the use-by or best-before date shown on the product.

Food and drink purchased from the Swedish Restaurant, Café or Bistro are not eligible for change-of-mind return.

3.7 **Reduction or refusal of refund**

IKEA may refuse a change of mind return, or reduce the amount refunded (in its full discretion) where the eligibility criteria (at section 3.1 above) is not to IKEA's satisfaction upon assessment. Any decision made by IKEA regarding the product assessment will be final. Any reductions applied will be proportionate to the reduction in the resale value of the product.

3.8 **Refund amount and method**

Subject to this Policy, for accepted change of mind returns we will refund to your original payment method, or otherwise to an IKEA Refund Card.

For any credit card payments, the original credit card used to make the purchase must be presented (with matching card details as per the original purchase receipt) for IKEA to process the refund back onto the card.

The refund will not include any delivery charges (for any online orders or orders where delivery was purchased).

Should you contact IKEA by phone to arrange payment of your refund then we may need to verify your identity prior to providing a refund under these terms. If you cannot satisfy us regarding your identity, IKEA may repeat the verification process or to ask you to arrange payment of the refund in store.

4. 60-day "Test & Try" Returns (selected products only)

4.1 Eligibility

- (a) IKEA offers a "Test & Try" return option for selected products only. Exclusions apply and not all products are eligible. Products will be assessed first and determined to be in resaleable condition prior to acceptance.
- (b) Under this Policy, you may return certain products after an evaluation period of 60 days maximum, allowing them to assess the product's nature, characteristics, and functionality within their home environment. This Policy is designed to provide customers with confidence in their purchasing decisions by facilitating a practical assessment of product suitability beyond initial inspection.
- (c) Subject to this Policy, for accepted 'Test and Try' returns we will provide the agreed amount onto an IKEA Refund Card (and is subject to our IKEA Cards policy). All returns will be issued on an IKEA Refund Card only (irrespective of the original purchase method).

4.2 Requirements for a 'Test & Try' return

To qualify for a 'Test & Try' return:

- (a) you must return the product within 60 days of the purchase date (or last delivery date, if delivered in separate shipments);
- (b) you must retain all packaging materials, including boxes, bags, inserts and assembly instructions;
- (c) you may open and assemble the product at home to try it for an Acceptable Use (as defined below);
- (d) the product must show no damage beyond normal testing and must not be modified or altered (for example, no cutting, drilling, or re-upholstery);
- (e) you must provide proof of purchase;
- (f) the item must be deemed by IKEA to be in resaleable condition (determination of condition will be at IKEA's sole discretion and the decision by IKEA will be final).

(g) The item must not be expressly excluded under section 4.3 below.

Resaleable condition in this section 4.2 means:

- For products sold with packaging: All original packaging, components, accessories, tags and instruction manuals must be returned with the product to facilitate resale. Minor tears or damage to packaging that are consistent with carefully opening the product for evaluation, and do not prevent its effective re-packaging or identification, are generally acceptable, provided all parts of the packaging are present.
- For products sold without packaging, the assessment will focus on the product's condition and evidence of use for evaluation.

The '60-day' period commences from:

- Where delivery was not purchased: 60 days from the date of purchase.
- Where delivery was purchased: 60 days from the date that has been recorded as the successful delivery date to the address per your order.

4.3 **Exclusions from 'Test and Try' Policy**

The following products are excluded from the 'Test and Try' Policy:

- (a) Sleepwear (including, but not limited to: Mattresses, Mattress protectors, pillows);
- (b) Bathwares (including, but not limited to: towels, washcloths, and toilet brushes);
- (c) Children's Toys;
- (d) Cooking and eating ware (including, but not limited to: Chopping boards; Food storage jars and waste bins);
- (e) Live Plants;
- (f) Complex purchases such as kitchens and wardrobes that involve detailed planning, appointments with IKEA, and/or third-party services (e.g., in-home measuring)
- (g) items that are deemed by IKEA to not be in a *resaleable condition*.

4.4 **Acceptable 'Test and Try' Use**

Acceptable use is limited to actions necessary to evaluate the IKEA product's suitability, similar to how a consumer might inspect a product in a showroom but within a home setting. By way of example only, the following are considered to be acceptable by IKEA:

- (a) Temporarily placing furniture in its intended location to assess size and fit.
- (b) Sitting on a sofa or chair for a brief period to assess comfort.
- (c) Operating mechanisms (e.g., drawers, recliners) to assess functionality.
- (d) Examining materials and finishes.

4.5 **Unacceptable Use**

The following are considered by IKEA to not fall within the scope of this Policy (and therefore do not meet the requirements of *resaleable condition*):

- (a) The appearance of any scratches, dents, breakages, or any other damage to parts during assembly or use.
- (b) Sleeping on a sofa, daybed, or any other furniture overnight.
- (c) Using a table or desk for extended periods of meals, work, or other daily activities over days or weeks.
- (d) Leaving stains, marks, pet hair, odours, or any other signs of prolonged or unsuitable use on soft furnishings (e.g., sofas, rugs), and similar products.
- (e) Disposing of original packaging required for the product's resale.
- (f) Modifying the product in any way (including, but not limited to drilling holes, cutting, painting, or gluing).
- (g) Using products outdoors that are explicitly designed for indoor use only.

4.6 **Reduction or refusal of return**

IKEA may refuse a *Test & Try* return, or reduce the amount given in value (in its full discretion) where eligibility criteria (as per section 4.1 above) is not to IKEA's satisfaction upon assessment. Any decision made by IKEA regarding the product assessment will be **final**. Any reductions applied will be proportionate to the reduction in the resale value of the product.

4.7 **Delivery charges are not credited**

Delivery charges imposed (for any online orders and/or orders where delivery was purchased) will not be credited towards your IKEA Refund card value under this '*Test and Try*' return policy.

5. 365 Days Mattress Exchange ("*Love it or Exchange it*")

5.1 **Free exchange of mattress (once only)**

It is important to us that you are comfortable with your new mattress.

For eligible mattresses, we offer a "*Love it or exchange it*" policy.

If after a while you discover that it is too firm, too soft or too something else, we may allow you to exchange it for another. Please note that initially your new mattress can seem a bit too firm. Allow at least one month for your body to get used to the mattress and for the mattress to get used to your body. To get the best comfort you also need the right pillow. Make sure you have a pillow that suits you and your new mattress.

For the purposes of interpreting this policy, a reference to *mattress* includes mattress pads.

5.2 **Exchange once within 365 days**

Where this Policy applies, you may:

- (a) exchange your mattress once within 365 days from the date of purchase (provided it is not dirty, marked or damaged); and
- (b) pay the price difference (if any).

Delivery costs for the item to be returned to IKEA (if any) and Delivery costs of your new mattress (if any) are imposed separately and are not part of the free exchange policy.

The '365-day' period commences from:

- Where delivery was not purchased: 365 days from the date of purchase
- Where delivery was purchased: 365 days from the date that has been recorded as the successful delivery date to the address per your order.

This policy is only available to be exercised once **per original transaction**. We do not accept further exchanges once you have already exercised this policy and have subsequently changed your mind again with the newly exchanged mattress.

5.3 **Price difference**

If you would like to exchange your mattress for one of higher value, you will need to pay the difference between the original purchase price and the price of the replacement chosen. If the replacement mattress is lower in price, we will credit the difference to an IKEA Refund card.

5.4 **Exclusions – Policy applies to Mattress only**

This policy only applies to Mattresses and does not include any other IKEA products that compliments the mattress, including (but not limited to) any bed frames or bed slats.

6. Change of Mind and 'Test and Try' return options

6.1 Return to an IKEA Australia store

You can always bring products you wish to return to any IKEA store in Australia, together with:

- (a) your proof of purchase; and
- (b) the payment card or other details of the original payment method, if applicable.

6.2 **Return by Parcel**

You may return small items (under 22kgs) to a participating depot for a fee of **\$9.99**. Please refer to the *IKEA Returns via Parcel Service* Terms and Conditions (which are available on our website) for full terms and conditions of this service.

This fee will be deducted after inspection of the items returned from the total amount owing back to you. To arrange for a parcel return, please visit our returns page online and follow the instructions to create a parcel return as well as the location of the participating depots that we currently have to offer.

6.3 **Collection by IKEA**

(a) IKEA may offer to collect products from your location:

- (i) a collection fee for the cost of returning the products applies for change of mind returns; and
- (ii) the collection fee is generally the same as the corresponding delivery cost, unless otherwise advised.

(b) To arrange a collection, please contact IKEA Customer Service. Collection will only be offered in areas where delivery is able to be made under the Delivery Terms. You will be informed of the cost of this service by the IKEA representative when you request for this service.

6.4 **Collection conditions**

For collections, you must:

- (a) provide details of the collection location (for example, floor level, lifts, access, narrow doors);
- (b) ensure there is suitable access for safe collection;
- (c) if our representative believes collection may cause damage to the products or property, this will be recorded on the collection document. If you choose to proceed, you agree that IKEA will not be liable for such damage, provided reasonable care is taken and that any issues regarding damage needs to be resolved with the representative;
- (d) a collection document must be signed by you (or your adult representative) to confirm collection took place. If you are not personally available to attend and accept collection of the product(s), you may appoint an adult representative to do so on your behalf; and
- (e) For our representative(s) to be able to collect the IKEA product(s), you must show our representative(s) your order number and proof of purchase.

6.5 **Additional terms for 'Test and Try' Collections:**

For all 'Test and Try' returns, in addition to the above terms at section 6.4:

- (a) the product(s) must be disassembled without any damage from disassembly; and

- (b) the product(s) must be reasonably placed back in the original packaging (to the best of your ability).

6.6 **Refund processing time**

We will withhold any refund until we have received the product(s) or received evidence that you have returned the product(s) to us. If we have agreed to collect the product(s), it may take up to 14 days from the date of collection to process your refund.

7. **Cancellation of orders**

7.1 **Product orders**

- (a) When you place an order via the IKEA website, IKEA app or phone, you may contact IKEA to cancel the order any time before the products are dispatched.
- (b) If you cancel before dispatch:
 - (i) we will refund you the price paid for the products; and
 - (ii) we will refund delivery charges you have paid for undelivered products, subject to this Policy.
- (c) Once the products have been dispatched, you can no longer cancel the order. You may still be able to return the products under the change of mind provisions.

7.2 **Cancellation process**

If you contact IKEA online, please include your order number in your message, and clearly specify which product(s) in your order you wish to cancel. Once cancellation is processed, we will confirm our receipt of your cancellation by email. If you contact IKEA by phone, please have your order acknowledgement email at hand and be ready to quote your order number and to specify which product(s) in your order you wish to cancel.

8. **Cancellation of Services**

8.1 **Services (e.g. assembly, installation)**

Subject to the terms and conditions set out in this policy, you may not cancel any services ordered by you that have been rendered. Please check the terms and conditions of the services for details on cancellation of the specific service. If required, please contact IKEA for assistance

9. **Cancellation of Custom-made bench top orders**

If you order a custom-made benchtop:

- (a) you may cancel the order up to 24 hours before the scheduled check-and-measure service and receive a full refund of the fees paid;

- (b) If you do not proceed with installation of your custom-made work tops after check and measure but before fabrication begins, you will be entitled to receive a refund of the fees paid minus the fees of check and measure service. No refund of the fees for the check and measure service rendered; and
- (c) Once fabrication begins, you cannot cancel the order for Change of Mind. There will be no refund of the cost of the custom-made work tops or service fees for Change of Mind unless IKEA agrees otherwise. You will incur the full cost of the production of your ordered custom-made work tops and all services rendered including possible scrapping charges (if you do not wish to take the work top). Once fabrication begins, you cannot cancel the order and no refund of the cost of the worktop or related service fees will be provided, except where required by law.

10. Changes to this Policy

IKEA may need to make changes to this Policy, for example to reflect operational changes or for compliance with laws. IKEA will post updates to these terms on its website.

11. Privacy

Customer data and information will be received and processed in accordance with IKEA's Privacy Policy. You have the right to access and correct your personal information in accordance with the *Privacy Act 1988* (Cth), to make such a request, please contact data.privacy.au@ingka.ikea.com and refer to our Privacy Policy for further details. Our Privacy Policy is available online on our website.

12. Contact IKEA

If you have questions about this Policy, need help with a return, exchange or cancellation, or wish to make a claim for a faulty product under the Australian Consumer Law, please contact IKEA Customer Service by visiting: www.ikea.com/au/en/customer-service/contact-us/