



# IKEA Delivery Service Customer Agreement

## 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 Transport Service Provider (TSP).

## Agreement

1. Delivery will take place at the location specified by the Customer on the delivery instructions, to the one room of choice.
2. 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 must be available by staircase or lift.
3. The delivery can happen anytime within the allocated time window selected by the Customer at point of sale. The TSP will contact the Customer 30 minutes prior to the delivery.
4. Certain regional areas offer full day delivery windows at point of sale. The TSP will contact the customer one day prior to confirm an estimated delivery time within that window.
5. If the TSP cannot deliver to the room of choice, the Customer may request delivery to an accessible alternative area at the same address. If the TSP assesses that the room of choice is unsuitable and that delivery is likely to cause damage to the goods or the property, they will inform the Customer and record this concern.
6. If delivery cannot be made to the location specified due to the nature of premises, insufficient access or unavailable to accept delivery, an additional delivery charge may be imposed on the Customer.
7. If the premises doesn't 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.
8. Upon 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. The driver must be notified if any discrepancies are noticed and this should be noted and signed on the proof of delivery. Missing items will be replaced; incorrect or damaged items will be returned and be replaced at no cost to the Customer.
9. On delivery, the Customer (or a representative) must sign for the delivery to confirm that the delivery has been received. Refusal to sign will be interpreted as a refusal to accept the delivery.
10. 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.
11. You can cancel your order at any time before the goods are dispatched to you by contacting the IKEA Customer Support Centre. We will provide a full refund of the price of the goods and our delivery charges. To track the status of your order, please visit [www.ikea.com.au/track](http://www.ikea.com.au/track).

This policy is in addition to and does not affect your statutory rights under Competition and Consumer act 2010.

IKEA will not use your personal data for any marketing purposes other than for purposes directly relating to successful completion of the delivery.

### 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