IKEA General Terms and Conditions for Delivery, Service, and Payment Instore

1. Exclusive validity of the General Terms and Conditions for Delivery, Service and Payment Instore (referred to simply as "Instore Terms and Conditions"):
These Instore Terms and Conditions exclusively apply to all purchases of goods and services such as kitchen and furniture assembly, room measurement, and shopping service at all bricks-and-mortar IKEA locations in Germany. Conflicting customer terms and conditions do not apply unless expressly ac-cepted in writing by IKEA in each individual case. Our Instore Terms and Conditions shall prevail even if we have completed delivery without reservation despite our awareness of customer terms and conditions in conflict with our Instore Terms and Conditions.

2. Delivery and collection
IKEA delivers the goods ordered to any deliverable address in Germany by parcel delivery or truck; we do not deliver to addresses outside Germany. IKEA also offers to provide the goods for collection. This means you can have the goods you have ordered ready for collection at an IKEA store, pick-up point, or pick-up box of your choice. You and an IKEA co-worker will select the pick-up day and time window for collection when you order.

2.1 **Delivery appointment:** A delivery appointment with the date and time window will be arranged with you for orders to be delivered by truck on the day of your order; this will be the day of delivery to the island truck delivery service for island deliveries. This information will be specified on the service order. The delivery date and time window will be confirmed around two days before the planned delivery ap-pointment for central warehouse deliveries. A storage fee of €2.50 per day for extended storage costs will be charged for goods you wish to be delivered from the IKEA store from the eleventh day after the order date onwards. You are free to provide documentation that the actual costs to IKEA are less or non-existent.

2.2 **Costs of delivery and collection:** Ask at the service desk, refer the notice board at the respective IKEA store, or consult IKEA.de/Services for the current parcel service and truck delivery prices. A separate price will be agreed for large orders exceeding 3,000 kg. We may send you your purchases in separate consignments if necessary due to the volume or weight of the goods. We will prepare the goods for you if you order the goods with collection. The collection costs depend on the value of the goods ordered and availability at the IKEA store or pick-up point. For some island deliveries, a surcharge of € 220 will be added to the delivery price. Ask at the IKEA store service desk for the current prices for collection.

2.3 **Delivery location:** The truck delivery service will take the goods to the location where they are to be used. However, service will not leave the goods spread out over several rooms or locations. The island delivery service will leave the goods on the curb at island addresses. Make sure as far as you can that the truck will have enough space to park at the place of delivery to make delivery easier. The delivery service may refuse delivery if local conditions such as lack of parking space or issues concerning the entrance or stairwell prevent goods delivery to the apartment door by the usual means. You will need to inform IKEA in advance of any difficulties you might foresee.

2.4 **Additional costs or delivery failure:** If the goods cannot be delivered by the agreed date for reasons within your sphere of responsibility, IKEA will charge you the costs of re-delivery (see section 2.2) in compensation as well as costs of storage amounting to €2.50 per day from the day of delivery failure. You will be charged for a second delivery attempt even if the first delivery was free of charge. You will also be charged for any additional costs or costs for further delivery. We will inform you of any additional costs needed for delivery to be possible. We will then deliver the goods as agreed on your consent. You are free to provide documentation that the actual costs incurred by IKEA are lower or non-existent.

2.5 **Cancellation and withdrawal:** You may withdraw from the contract you have concluded with us on the day of the order without incurring any costs. We will retain the costs of delivery (see section 2.2) for cancellation or withdrawal at a later date as compensation for the costs incurred as well as any costs for cut goods, such as kitchen worktops, unless you can prove that the actual costs incurred are lower or non-existent. IKEA will e-mail or phone you to remind you to pick up your purchases setting a grace period of one working day if you do not collect the goods from your IKEA store or IKEA pick-up point on the agreed day of collection. IKEA may withdraw from the contract and refund you the purchase price paid if you allow this grace period to expire without collecting your purchases. IKEA may deduct the collection costs from the refund according to Section 2.2 as compensation for providing the goods free of charge. You are free to provide documentation that the actual costs incurred by IKEA are lower or non-existent.

2.6 **Delivery and collection payment and invoicing:** All prices quoted include statutory VAT. Please note that our prices in our IKEA stores may vary from those in the online store. You will pay the delivery and/or service costs for delivery or collection in advance without deduction when placing the order at the checkout or home delivery desk at the IKEA store. You may pay by IKEA Family payment card, IKEA for Business payment card, credit card (Visa, Mastercard, American Express), PayPal, IKEA gift card, IKEA prepaid card, Ticket Shopping Card, Ticket Plus Card, Girocard, or in cash. We will assign the payment receivable to PAYONE GmbH if you choose to pay by Girocard using the guaranteed direct debit procedure. IKEA also provides purchasing on account with Klarna Bank AB (publ) as a payment option subject to a favourable creditworthiness check. In this case, we will assign the payment receiva-ble to Klarna; you will only have to make payment to Klarna within thirty days of receiving the goods. IKEA provides an additional option for purchasing on account for orders at €1,000 or more in partner-ship with Ratepay using the corresponding payment link, subject to a favourable creditworthiness check. In this case, we will assign the payment receivable to Ratepay; you will only have to make pay-ment to Ratepay within 14 days of receiving the goods. You will need to provide a valid e-mail address at the IKEA store to pay by Klarna, Paypal, or Ratepay. IKEA will e-mail you with a payment link using this e-mail address. The link will be valid up to 23:59 on the same day. Clicking the link will open the payment page for you to pay for your order. IKEA will immediately e-mail you with notification that we have re-ceived your payment.
Payment in advance is the only payment option available for island addresses only accessible by ferry. Payment on delivery is not available.

3. Assembly and other services from IKEA:
We provide assembly and other services for furniture and accessories from the IKEA range as well as any fastening and hanging as necessary as specified in the order placed at IKEA stores that offer these services. If you wish to have items fastened to a solid wall, you will need to ensure as far as reasonably possible that the type and routing of supply lines as well as load-bearing capacity of the wall will allow this before work begins. You will need to inform us of this without prior request before installation and other services begin. We cannot guarantee that the items can actually be set up or installed in the rooms intended for the purpose. You will need to carry that risk. The same applies to assembly work according to your specifications. Ask at the service desk, refer to the notice board at the respective IKEA store, or consult the website at IKEA.de/Services for the current prices for assembly and other services. The price for reduced items will be calculated based on the original price of the items to be assembled. We will only connect IKEA appliances to supply hookups using connections available at the place of installation; these connections need to be in flawless technical condition, freely accessible, and within reach using the hoses, cables, and similar on the appliance at the location you specify. You will be responsible for ensuring that all the parts required are available at the agreed installation appointment. You will need to order a separate specialist service company to install and connect gas appliances and high-voltage electrical appliances fused at more than 16 A as well as low-pressure mixer taps. Ask your local gas and electricity suppliers for the names of specialist companies in your area. You can also book the IKEA assembly service if necessary for any upholstered furniture you have ordered from us to be delivered. In this case, we will fit the coverings to the upholstered furniture if you have purchased coverings and then assemble the upholstered furniture. The following special provision applies to upholstered furni-ture: Service will not include any ironing required for IKEA upholstered furniture coverings before use. You will need to iron the covering immediately after delivery for our service partner to assemble your upholstered furniture ready for use. We are unable to provide assembly service for upholstered furni-ture included in island deliveries. Your new furniture will need to be assembled according to the respective assembly instructions. You will need to make sure that the requirements set out in the assembly instructions are met where you need your item assembled before IKEA assembly begins; this may in-volve hiring the appropriate tradespeople. You can view the assembly instructions on IKEA.de. The as-sembly team will not be able to complete the IKEA assembly work on the item affected if the conditions are not met.

3.1 **Payment for services:** All prices quoted include statutory VAT. You will need to pay in advance for IKEA services such as our shopping service and delivery. Payment in advance is the only payment option available for island addresses only accessible by ferry. Payment on delivery is not available.

3.2 **Service times:** IKEA will give you the expected date of assembly and other services provided by IKEA when you order, or our service partner will phone you to inform you of the date.

3.3 **IKEA service cancellation:**
You can cancel an IKEA assembly order or other services up to two working days before the planned assembly date without charge. We may charge 45 % of the assembly costs if you cancel the assembly order or other IKEA service up to the working day before the assembly ap-pointment. IKEA is entitled to charge 75 % of the assembly or other service costs if you cancel the as-sembly order or other service on the same day or cannot be completed for reasons within your sphere of responsibility. You are always free to provide documentation that the actual damages incurred by IKEA were lower or non-existent. Any further claims from IKEA remain unaffected.

4. Reservation of title:
All goods remain our property until we have received full payment.

5. Disposal of packaging materials:
The truck delivery company will take packaging from upholstered furniture and electrical appliances back with them straight after delivery. Drivers will also take back packaging from other IKEA delivery items if requested as long as they don't have to wait longer than five minutes. IKEA works with the dual system for waste disposal and recycling. All our packaging is certified recyclable. You can therefore dispose of the goods packaging free of charge using dual system bins. You can always also leave packaging materials at your nearest IKEA store.

6. Right of return for all purchases:
You can return items you bought from IKEA as long as they are in new and unused condition along with the original proof of purchase (receipt or invoice) at your local IKEA store within 365 days starting on the purchase date. We'll refund you for the full purchase price. This return policy does not apply to cut and piece goods such as fabrics and kitchen worktops, or to green plants or Buyback & Resell service items. Our return policy does not affect your statutory right of cancellation or guarantee against de-fects. In the event of payments made by credit or debit card, we reserve the right to process refunds of the purchase price exclusively to the card used in the original transaction. If there are indications of fraud, misuse, money laundering, or any other unlawful activity, or if a refund to the originally used card is not possible for technical, legal, or regulatory reasons, we reserve the right to suspend or refuse the refund, or, following a successful review, to process it via an alternative payment method designated by us.

7. Trying any IKEA mattress at home:
You can try out any mattress you bought at IKEA and return it along with the original proof of purchase (receipt or invoice) at your local IKEA store within 365 days starting on the purchase date. IKEA will refund you the full purchase price with a prepaid card. This right of return does not apply to soiled or damaged mattresses, or baby or children's mattresses. This does not affect your statutory right of can-cellation and statutory claims arising from defects.

8. Defects:

9. IKEA products are subject to the statutory warranty for defects. If the item is defective, you may request subsequent performance. This means that you may, at your discretion, request that the defect be remedied (repair) or that a defect-free item be delivered (replacement). In the case of replacement, we may deliver refurbished merchandise if you have expressly requested it. For consumers, the statute of limitations for statutory warranty claims is two years from the date of delivery of the merchandise. If, as part of a claim for subsequent performance, you request that the defect be remedied (repair), the original statute of limitations for claims arising from a defect is extended once by 12 months. The following applies only to business customers: Statutory claims for defects expire one year after delivery."**Guarantees:**
IIKEA guarantees quality in certain product groups. See IKEA.de/Garantien for details on these guaran-tees and conditions for claiming on these guarantees.

10. References:
ou are not permitted to use the IKEA trademark or wordmark in reference lists, advertising or other presentation for reference available to the public during the period of the agreement or after its termi-nation..
You may only use the IKEA name as a trading partner or reference in simple text form in reference lists, advertising, or other presentation media available to the public during the period of the agreement or after its termination as long as the reference does not take an abusive form. Abusive use of the IKEA name in text form shall entail the illicit exploitation of the reputation of IKEA or as an illicit image boost to the party quoting the name.
Violation of the above terms during an ongoing agreement period shall constitute a major breach of the agreement as cause for extraordinary termination of the agreement and/or business relationship by IKEA. The rights of IKEA towards further action arising from the agreement or legal statute shall remain unaffected.

11. Applicable law and jurisdiction:
The law of the Federal Republic of Germany shall apply to all disputes arising from the agreement. The provisions of the UN Convention on Contracts for the International Sale of Goods shall not apply. Munich is the agreed exclusive place of jurisdiction between IKEA and businesses.

Correct as of: November 2026