General payment and delivery terms for online shopping

1. **Exclusive validity of General Delivery and Payment Terms and Conditions for the IKEA online shop**
   The General Terms and Conditions of Delivery and Payment in the online shop operated by IKEA Deutschland GmbH & Co.KG apply exclusively as the only counterparty to the customer in the purchase and delivery of goods and services in our online shop. IKEA Deutschland GmbH & Co.KG is represented by the general partner, IKEA Deutschland Verkaufs-GmbH, Am Wandersmann 2-4, 65719 Hofheim-Wallau, Managing Director: Peter Jelkeby, Tel.: 061 92 / 93 99999, impressum.de@IKEA.com or IKEA.de/Kontakt.
2. **Contract conclusion and prices**
   The goods and services presented in our online shop represent a non-binding invitation to order goods and services from IKEA. Ordering goods and/or services by clicking the "Buy now" button counts as a binding offer to purchase the goods and/or services in the shopping bag. IKEA will immediately e-mail you to inform you that we have received your order and confirm contract conclusion in the same e-mail. We will also e-mail you your invoice after your purchase and our contract conclusion in the online shop. All IKEA prices are quoted in euros including VAT.
3. **Payment options**: Available payment options in our online shop are: Apple Pay, credit card, PayPal, IKEA gift card, IKEA prepaid card, IKEA for Business payment card, and IKANO payment. IKANO payment methods include IKEA Family payment card, temporary IKEA shopping pass, and IKEA financing. 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 receivable 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 partnership 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 payment to Ratepay within 14of receiving the goods.
4. **Delivery**
   IKEA will deliver the goods ordered to any address within Germany by parcel service or truck delivery; we do not deliver to addresses outside Germany.
   4.1. Delivery appointment: IKEA will give you a delivery date before you place your order. If you're ordering for an island delivery address, we'll tell you when your purchases will be transferred to the island truck delivery service. The truck delivery date and time window will be confirmed two days before the planned delivery appointment at the latest. When using the purchase on account with Ratepay, the order will only be handed over to you if you show your ID. If you are unable to accept the goods, you can authorize another person to accept the goods. The authorized person needs a power of attorney signed by you, as well as a photo ID. You can find the template for the power of attorney here.
   4.2. Delivery costs: Parcel delivery prices will depend on the size and weight of the parcel. Truck delivery prices will depend on the total order value. A separate price will be agreed with you for large orders exceeding 3,000 kg. For some island deliveries, a surcharge of € 220 will be added to the delivery price. Refer to IKEA.de/Service for an overview of delivery price levels.
   4.3. Delivery location: Goods orders will be shipped by parcel service or truck delivery at the seller's discretion. 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.
   4.4. Additional delivery costs: 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 4.2) 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. 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. If your goods cannot be delivered by parcel delivery service for reasons within your sphere of responsibility, we will leave a message telling you which parcel station you need to collect the goods at and the respective times, and that they will be returned to sender if the deadline expires.
5. **Express delivery**
   5.1. Terms: IKEA also provides express delivery under certain conditions. This requires a delivery address in same postcode as the furniture store with the goods ordered on stock and the capacity to process and complete the order at short notice. You can check this during order placement by entering your postcode. Express delivery is not available for delivery to island addresses or parcel delivery. The express delivery option will not be shown if one of the above requirements is not met. Selecting express delivery allows you to choose between same-day or next-day delivery in predefined time slots. Same-day delivery availability will depend on the time of day you place your order. Orders placed up to noon can be delivered on the same day. We will e-mail you to confirm the delivery date and time window from IKEA after contract conclusion; see Section 2. You will also receive a payment receipt for your order with your goods deliveries.
   5.2. Delivery costs: The current express delivery prices are shown here.
   5.3. Additional delivery costs: The provisions in 4.4 apply accordingly.
6. **Click & Collect, picking up your purchases**
   6.1. Collection: IKEA also provides an option to pick up your goods using Click & Collect. This means you can have the goods you have ordered ready for collection at an IKEA store, pick-up point, or collection box of your choice. You select the pickup day and time slot when you order. We will e-mail you as soon as your products are ready for collection. You may authorise another person to collect the goods if you, as the person ordering the goods, cannot collect them personally. The person you have authorised will need their own photo ID as well as your order confirmation and a letter of authorisation filled out and signed by you. Use the IKEA goods collection authorisation form for the purpose.
   6.2. Service costs: We will prepare the goods for you if you order the goods by Click & Collect. The Click & Collect service price will depend on whether you'll be picking up your purchases at an IKEA store or IKEA pick-up point. An overview of the service costs is available here.
   6.3. Cancellation option: You can cancel your Click & Collect order at any time using the following link before being notified that your purchases are ready for collection. **6.4. Reminder and withdrawal by IKEA:** 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.
   6.5. Retention of service costs: If you withdraw according to 6.4, IKEA may retain the service costs for providing the goods for collection according to 6.2. You are free to provide documentation that the costs incurred by IKEA are lower or non-existent.
7. **Assembly and other services from IKEA**
   We will take care of assembly and other services for furniture and accessories from the IKEA range as well as fastening and hanging if required as specified in the order placed of IKEA assembly services are offered in your area – refer to IKEA.de/Montage for details. 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 furniture: 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 furniture 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 involve hiring the appropriate tradespeople. You can view the assembly instructions on IKEA.de. The assembly team will not be able to complete the IKEA assembly work on the item

affected if the conditions are not met.

7.1 **Payment:** All prices quoted include statutory VAT. You will need to pay in advance for IKEA services such as our shopping service and delivery. Payment options are Girocard and IKEA Family payment card.

7.2 **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.

7.3 **Cancellation of assembly or other IKEA services:** 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 appointment. IKEA is entitled to charge 75 % of the assembly or other service costs if you cancel the assembly 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.

8. **Reservation of title**

All goods remain our property until we have received full payment.

9. **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.

10. **Right of return for all purchases from September 01, 2018**

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 defects. 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.

11. **Trying any IKEA mattress at home from September 01, 2018**

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. The offer to try out your mattress at home does not apply to: Soiled or damaged mattresses, mattress pads, or children's mattresses. The terms for trying mattresses at home do not affect your statutory rights of withdrawal or your statutory product guarantee rights.

12. **Right to withdraw from purchase contracts and/or goods orders**

Your right of withdrawal:

Right of withdrawal

You may withdraw from this contract within a fortnight without quoting a reason. The withdrawal period lasts fourteen days from the following dates:

a) **That you or a third party appointed by you, though not the freight company, has taken possession of the goods if you have ordered one or more items as part of a single order and the item or items are delivered in one consignment**

That you or a third party appointed by you, though not the freight company, has taken possession of the final delivery if you have ordered several items as part of a single order and the item or items have been delivered in separate consignments

b) **That you or a third party appointed by you, though not the freight company, has taken possession of the last part shipment or the last item if you have ordered goods to be delivered in several part shipments or individual consignments.**

To exercise your right of withdrawal, send us a letter or e-mail to IKEA Deutschland GmbH & Co.KG, Hochheimer Weg 5, 65719 Hofheim-Diedenbergen, (Tel. +49 6192 9399999; e-mail: Widerruf.de@IKEA.com) clearly stating your decision to withdraw from this contract. You may use the attached standard withdrawal form for this purpose, but you are not required to do so.

You can also exercise your right to withdraw online in the footer of our website by clicking the "Withdraw from contract" link, or in your IKEA Family Profile & IKEA Customer Profile under "My Purchases and Orders." If you use this online feature, we will immediately send you a confirmation of receipt on a durable medium (e.g., via email) containing information about the content of your withdrawal statement, as well as the date and time of its receipt.

Sending your notification of withdrawal before the withdrawal period expires shall be considered sufficient in keeping within the fourteen-day period.

Effect of withdrawal

If you withdraw from the contract, we will reimburse you for all the payments we have received from you immediately, or at the latest within fourteen days from receiving your notification to withdraw. Reimbursement shall include delivery costs, but not additional costs incurred if you have selected a delivery method different from the method we offer for the contract, which would have been the standard rate at the lowest cost. We will use the same method of payment that you used in the original transaction to reimburse you unless expressly agreed otherwise. You will not be charged any fees arising from the reimbursement.
We may refuse repayment until we have received either the goods or proof that you have returned the goods, whichever is earlier.
You will need to return or submit the goods at your nearest IKEA store or to IKEA Deutschland GmbH & Co.KG, Hochheimer Weg 5, 65719 Hofheim-Diedenbergen, immediately or within a fortnight of notifying us of your wish to withdraw from the contract at the latest. Dispatching the goods before the period expires will be enough to keep within the fourteen-day period. We will cover the immediate costs of returning goods that can be shipped as parcels. You will bear the immediate costs of returning goods that cannot be shipped by parcel service. The costs are estimated to be no more than around €150.
You will only need to cover any diminished value of the goods where the loss due to improper handling is revealed in an inspection on the condition, characteristics, and function of the goods.

Exclusion from right of withdrawal

The right of withdrawal does not apply to retail contracts for delivery of goods that are not prefabricated or goods that require your individual selection or specification as a key part of the order, or goods that are clearly customised to your personal requirements.

13. **Right of withdrawal for service contracts/contracts for the provision of services:**

Your right of withdrawal:

Right of withdrawal

You may withdraw from this contract within a fortnight without quoting a reason. The withdrawal period expires after fourteen days from the date of contract conclusion.
To exercise your right of withdrawal, send us a letter or e-mail to IKEA Deutschland GmbH & Co.KG, Hochheimer Weg 5, 65719 Hofheim-Diedenbergen, (Tel. +49 6192 93-99999; e-mail: Widerruf.de@IKEA.com) clearly stating your decision to withdraw from this contract. You may use the attached standard withdrawal form vefor thispurpose, but you are not required to do so.
You can also exercise your right to withdraw online in the footer of our website by clicking the "Withdraw from contract (services)" link, or in your IKEA Family Profile & IKEA Customer Profile under "My Purchases and Orders." If you use this online feature, we will immediately send you a confirmation of receipt on a durable medium

(e.g., via email) containing information about the content of your withdrawal statement, as well as the date and time of its receipt.

Sending your notification of withdrawal before the withdrawal period expires shall be considered sufficient in keeping within the fourteen-day period.

Effect of withdrawal

If you withdraw from the contract, we will reimburse you for all the payments we have received from you immediately, or at the latest within fourteen days from receiving your notification to withdraw. Reimbursement shall include delivery costs, but not additional costs incurred if you have selected a delivery method different from the method we offer for the contract, which would have been the standard rate at the lowest cost. We will use the same method of payment that you used in the original transaction to reimburse you unless expressly agreed otherwise. You will not be charged any fees arising from the reimbursement.

We will require commensurate payment for any services you requested to begin during the withdrawal period pro rata for services already rendered up to the time at which you have informed us of exercising the right to withdraw compared to the total scope agreed in the contract.

14. Reimbursement of delivery and service costs in part cancel

We will refund you for the payments made for the goods covered by the cancellation, including delivery and service costs, if you wish to cancel the contract for only some of the goods in an order (part cancellation). However, any costs that would still have arisen if you had only ordered the goods not covered by the cancellation will be excluded from reimbursement.

15. Returning the goods after exercising the right of withdrawal

If you exercise your right of withdrawal, we will ask you to return the goods to your nearest IKEA store or send them there.

16. Collection service for right of withdrawal (Section 12) and right of return (Section 10)

You may order IKEA to have goods that cannot be sent by parcel service picked up by truck if you wish to exercise your statutory right to cancellation (Section 12) or your IKEA right of return (Section 10). You will be charged €75 in collection costs for shipments up to 3,000 kg total weight. For parcel deliveries, you can request a return to a collection point in Germany (drop-off at the post office or a Packstation). Once your request has been reviewed, you will receive a confirmation email with a QR code and a prepaid return label to print out and attach to the package. The return shipping cost is €2.90 per package and will be deducted from the amount to be refunded to you.

17. Defects

18. 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**

KEA guarantees quality in certain product groups. See IKEA.de/Garantien for details on these guarantees and conditions for claiming on these guarantees.

19. Contract content

IKEA will not save the content of a contract for you; the content will no longer be available to you on the IKEA website after the contract has been concluded. However, you may download and save the contract provisions, including the General Terms and Conditions of Delivery and Payment for the Online Shop, when concluding the contract.

20. Customer reviews

IKEA online shopping profile and IKEA Family profile owners can review and rate our products using our product review tool. Remember that we will not check whether the owner of the customer profile has actually purchased or used the product before publishing the review.

21. References

You 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 termination. 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.

22. Applicable law and jurisdiction

The law of the Federal Republic of Germany shall exclusively apply. 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.

23. Consumer arbitration

IKEA is neither willing nor obligated to participate in arbitration proceedings before a consumer arbitration board according to the German Consumer Dispute Settlement Act (VSBG). You will find the EU Commission platform for online dispute resolution at www.ec.europa.eu/consumers/odr/. You can reach us at IKEA.de/Kontakt.

Correct as of: November 2026

Your order number:

Standard withdrawal form

Fill out this form and return it to us if you wish to withdraw from the contract:

To: IKEA Deutschland GmbH & Co. KG, Niederlassung Online Shop, Hochheimer Weg 5, 65719 Hofheim-Diedenbergen; Tel. +49 6192 9399999; e-mail: Widerruf.de@IKEA.com

I/we* hereby withdraw from the following contract that I/we* have previously concluded:
Purchase of the following items: _____ (*)
Provision of the following services: _____ (*)

Ordered on (*) / Received on: (*):

Customer name or names

Customer address _____

Customer signature _____

(Only for withdrawal in paper form)

Date _____

(*) Delete as applicable

Power of attorney

Order number: _____

Authorizer (recipient of the order)

Surname/First name: _____

Street/house number: _____

Postal code/City: _____

grants

Authorized Representative

Surname/First name: _____

Street/house number: _____

Postal code/City: _____

the following power of attorney:

The authorized representative is authorized to: *[please mark with a cross]*

- **Acceptance of deliveries:** Acceptance of parcels and other postal items
- **Signature on receipt:** Signature of confirmations of receipt and proof of delivery.
- **Collection of Click & Collect goods from the store**

The authorization is limited in time; it expires irrevocably at the end of _____. *[Date]*

Please note that the collection or acceptance can only take place on presentation of an official photo ID (identity card, passport with registration certificate if applicable) of the authorized representative.

_____

[Place, date, signature of authorized person]

_____

[Signature of the authorized representative]

The controller responsible for processing the personal data you have provided is IKEA Deutschland GmbH & Co. KG, Am Wandersmann 2-4, 65719 Hofheim-Wallau, Germany. We process the data you provide for the purpose of fulfilling the contract. We delete all the aforementioned data at the latest after the expiry of the statutory warranty period, unless we are obliged or entitled by applicable law to store it for longer. All further information on the processing and protection of your data and your rights can be found in the IKEA privacy policy at IKEA.com/ privacy-policy.