



General Terms and Conditions of Delivery and Payment for Gift Cards

1. Exclusive applicability of IKEA's General Terms and Conditions of Delivery and Payment for Gift Cards

The online purchase and use of IKEA gift cards is governed exclusively by these General Terms and Conditions of Delivery and Payment for Gift Cards of your contractual partner, IKEA Deutschland GmbH & Co. KG, represented by its general partner, IKEA Deutschland Verkaufs-GmbH, Am Wandersmann 2-4, 65719 Hofheim-Wallau, Managing Director: Peter Jelkeby, Tel.: 061 92 / 93 99999, [IKEA.de/Kontakt](https://www.ikea.de/Kontakt)

2. Conclusion of contract, prices, and invoice

- 2.1. Our offer to purchase an IKEA gift card on [IKEA.de](https://www.ikea.de) constitutes a non-binding invitation to order an IKEA gift card. By placing an Order for an IKEA gift card, you submit a binding offer to purchase the IKEA gift card. The contract for the purchase of the IKEA gift card is concluded upon our confirmation of receipt of your order and declaration of acceptance ("Conclusion of Contract"), which we will send to you promptly by email. Your contractual partner for the purchase of IKEA Gift Cards is IKEA Deutschland GmbH & Co. KG ("IKEA").
- 2.2. Payment for the IKEA Gift Card can be made by credit card (i.e., using the IKEA Credit Card or other credit cards issued by Visa, Amex or Mastercard). Payment becomes due upon conclusion of the contract.
- 2.3. Insofar as IKEA collects and stores your email address with your consent at the time of contract conclusion, or if it is stored in a profile you have created with us, you agree that we may send your invoice to you by email.

3. Delivery

- 3.1. Gift Cards for self-printing will be sent as a PDF attachment via email within 24 hours after the conclusion of the contract.

4. Payment with the gift card

- 4.1. The IKEA Gift Card featuring an IKEA design can be redeemed exclusively in all IKEA stores in Germany and on [ikea.de](https://www.ikea.de).
- 4.2. To pay with the IKEA Gift Card, simply present it at the checkout in the store or redeem it directly at our self-service checkouts or online at [ikea.de](https://www.ikea.de). The amount will be deducted from your Gift Card balance.
- 4.3. The balance on your Gift Card can be used for full or partial payment. Any remaining balance will remain on your Gift Card. If the balance on your Gift Card is insufficient to cover the total purchase amount, the difference can be paid using another payment method. The balance on the card cannot be exchanged for cash. Any remaining amount will not be refunded in cash.
- 4.4. You may use the card yourself or give it as a gift.

5. Validity, loss, liability

- 5.1. The Gift Card balance will be issued in the currency of the country corresponding to the delivery address you have provided. No interest will be paid on the balance.
- 5.2. The Gift Card can only be redeemed in Germany.
- 5.3. The IKEA Gift Card is non-personal and transferable. It is valid for 3 years from the date of the last top-up, after which the remaining balance will expire.
- 5.4. The IKEA Gift Card should be treated with the same care as cash. In the event of loss, theft, or damage, neither the IKEA Gift Card nor the remaining balance will be replaced by IKEA. IKEA is entitled to discharge its obligations by making payment to the respective holder of the Gift Card. IKEA shall not be liable for any losses incurred by you as a result of unauthorized purchases made using your IKEA Gift Card.

6. Right of Withdrawal for Purchase Contracts/Orders of Goods

The following right of withdrawal does not apply to contracts for the delivery of goods that are not pre-manufactured and for which an individual selection or specification by the consumer is decisive, or which are clearly tailored to the personal needs of the consumer. In all other cases, the following right of withdrawal applies.

Cancellation policy:

Right of Withdrawal

You have the right to withdraw from this contract within fourteen (14) days without giving any reason. The withdrawal period is fourteen (14) days from the day:

- a) on which you or a third party designated by you, who is not the carrier, have taken possession of the goods, if you ordered one or more goods as part of a single order and the goods are delivered together; or
- b) on which you or a third party designated by you, who is not the carrier, have taken possession of the last good, if you ordered several goods as part of a single order and the goods are delivered separately; or
- c) on which you or a third party designated by you, who is not the carrier, have taken possession of the last partial shipment or the last piece, if you ordered goods delivered in multiple partial shipments or pieces.

To exercise your right of withdrawal, you must inform us (IKEA Deutschland GmbH & Co. KG, Hochheimer Weg 5, 65719 Hofheim-Diedenbergen, Tel.: +49 (0)6192 / 93 99999; Email: Onlineshop.de@IKEA.com) of your decision to withdraw from this contract by means of a clear statement (e.g., a letter sent by post or email). You may use the attached model withdrawal form, which is not mandatory.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning the exercise of the right of withdrawal before the withdrawal period has expired.

Consequences of Withdrawal:

If you withdraw from this contract, we shall reimburse you for all payments received from you, including delivery costs (except for additional costs resulting from your choice of a delivery method other than the least expensive standard delivery offered by us), without undue delay and no later than fourteen (14) days from the day on which we receive notice of your withdrawal from this contract. For this reimbursement, we will use the same means of payment as you used for the original transaction, unless expressly agreed otherwise; in no case will you be charged any fees for this reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is earlier.

Returning the IKEA Gift Card in the event of withdrawal is not required.

You shall only be liable for any diminished value of the goods resulting from handling other than what is necessary to establish the nature, characteristics, and functioning of the goods.

Exclusion of the Right of Withdrawal:

The right of withdrawal does not apply to contracts for the delivery of goods that are not pre-manufactured and for which an individual selection or specification by the consumer is decisive, or which are clearly tailored to the personal needs of the consumer.

7. Liability

In cases of mandatory strict liability (e.g., under a guarantee or pursuant to the German Product Liability Act), IKEA shall be liable without limitation, as well as in cases of personal injury (damage to life, body, or health). IKEA shall also be liable without limitation for intent and gross negligence. In cases of slight negligence, IKEA shall only be liable for the breach of material contractual obligations. Material contractual obligations are those obligations which must be fulfilled to achieve the purpose of the contract or whose fulfillment enables the proper execution of the contract and on which you regularly rely. In such cases, IKEA shall not be liable for indirect or unforeseeable damages, consequential damages, loss of profit, or missed savings. Otherwise, IKEA's liability for slight negligence is excluded. This limitation of liability also applies to IKEA's legal representatives, employees, and agents. For business customers only: In cases of breach of material contractual obligations and slight negligence by IKEA, IKEA's liability shall be limited to three times the net invoice amount of the delivery or service causing the damage.

8. Contract Text

The contract text will not be stored by IKEA for you and will no longer be accessible on the IKEA website after conclusion of the contract. However, at the time of conclusion of the contract, you have the opportunity to retrieve and save the contractual provisions, including the General Terms and Conditions for the Online Shop.

9. Applicable Law / Jurisdiction

The law of the Federal Republic of Germany shall apply exclusively. The provisions of the UN Convention on Contracts for the International Sale of Goods (CISG) shall not apply. For merchants and IKEA, Munich shall be the exclusive place of jurisdiction.

10. Consumer Dispute Resolution

IKEA is neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board in accordance with the German Consumer Dispute Resolution Act (Verbraucherstreitbeilegungsgesetz – VSBG).

The European Commission's platform for Online Dispute Resolution (ODR) can be accessed at: www.ec.europa.eu/consumers/odr/.

You can contact us via: http://frag-IKEA.de/item/STD_form.

Correct as: April 2026