

Returns Policy

You have 365 days for returns

We know that our products are loved, but you don't always get it right first time. That's why we give you 365 days to return your purchases.

- If the item is still in its packaging, we will refund the cost of the item via your original payment method and we'll be able to look for another home for it straight away.
- If the item is unused but unpackaged or assembled, we will assess whether it is in good enough condition for a second life. If this is the case, we will credit the amount to a refund card so that you can find another item that you like better.
- [If the item was purchased from our Circular HUB](#), we will return it to there and the amount will be credited to a refund card.

Remember to bring your purchase receipt to make the return. If you are an IKEA Family customer and you used your card when you made the payment, you will find the receipt on your [profile](#).

If your purchase was made with a gift card, refund card or voucher, we will return the amount via the same payment method.

You can return items in our stores or request a collection from your home. [Find out how to do this at](#) [IKEA.es](https://www.ikea.es)

Can all items be returned?

There are some items that, due to their nature, are excluded from our returns policy:

- Personalised products, including embroidered products.
- Photos printed using the Kiosk system.
- Gift cards.
- Services performed.
- Fresh food products.
- Dry food products with an expiry date before or on the date on which the return is processed and/or when the integrity of the packaging and/or product has not been maintained.
- Live plants.
- You can test out our mattresses, but for return purposes they shouldn't show signs of wear and tear, stains and/or uncleanliness.
- Items that are part of joint promotions and combinations will not be accepted individually (that is, only one of the products in the set). The complete set or combination will need to be returned.

This policy applies to the purchase of products for individual use. For customers who are not considered consumers in accordance with current regulations, or those who make purchases through or with the support of the IKEA Business Network, the return period will be THIRTY (30) DAYS. The return period in the IKEA General Returns Policy will not apply in these cases.

This Returns Policy is applicable without prejudice to the unwaivable rights that apply to consumers in accordance with current regulations protecting consumers and users.

To make a return, you will need to bring the item along with its original packaging.

How can I make a return?

At an IKEA store:

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Returns can be made in particular stores that are best equipped to manage them (IKEA A Coruña, IKEA Almería, IKEA Asturias, IKEA Badalona, IKEA Gran Via L'Hospitalet, IKEA Sabadell, IKEA Barakaldo, IKEA Girona, IKEA Granada, IKEA Jerez, IKEA Alcorcón, IKEA Ensanche de Vallecas, IKEA San Sebastián de los Reyes, IKEA Málaga, IKEA Murcia, IKEA Pamplona, IKEA Santander, IKEA Sevilla, IKEA Valencia, IKEA Valladolid, IKEA Vitoria-Gasteiz and IKEA Zaragoza). At our IKEA Leganés and IKEA Torrejón stores, you may only return products purchased at those specific stores. Before visiting a store, use our [store locator](#) to confirm on your local page that the store you have in mind accepts returns.

The amount paid will be refunded using the same payment method as was used to make the purchase, once our team of store co-workers has verified that the item being returned is in the condition described above.

At other IKEA points:

- **IKEA shops:** IKEA Goya, IKEA La Vaguada and IKEA Fuencarral in Madrid, IKEA Diagonal and IKEA Glòries in Barcelona, provide customers with ideas, advice and solutions for their homes. Therefore, it will not be possible to make returns in these stores.
- **IKEA planning spaces:** our planning spaces are dedicated to designs, orders and quotes. It will not be possible to make returns at these points.
- **IKEA collection points and collection points managed by our external providers:** our priority at these points is to give you your order items as efficiently as possible. Therefore, it is not currently possible to make returns at those points. As an exception, some IKEA collection points offer a return service for orders collected from there. You can use our [store locator](#) to find out which points offer this service.

From home:

Arrange a product collection by phone by calling +34 900 400 922. We will send a carrier to pick up your order from the address you choose*.

The cost of collection is **EUR 39**

How to return an item using home collection:

1. Call us on +34 900 400 922.
2. Pack and prepare your order. Return the products to their original or similar packaging and prepare the package for transport. You will receive an SMS from IKEA indicating the date and time the product will be picked up.
3. Give the package to the carrier. On the indicated date and time, the carrier will arrive at your home to collect the product. If you want to change the appointment, contact us by calling +34 900 400 922.
4. You will receive your refund. You will receive the refund via the payment method you selected 3 working days after the package reaches our warehouses.

*Applicable solely within the Spanish peninsula.

More information

How much will I be refunded when I return a product?

We will refund the amount that you paid for the products once we have checked that they are in good condition. Please note that the delivery fee paid for at the time of purchase will not be refunded.

When will I receive my refund?

If you request a refund in store, we will provide the refund on the spot:

- For card refunds, you can usually see the amount immediately, but it may take up to a maximum of 3 days to appear in your account.
- For cash refunds, we refund the amount immediately.
- Refunds via refund card, gift card or voucher are immediate.

If you request a home return through our Customer Service department:

- You will receive the amount on your card or in your bank account within 3 working days of receipt of the item in our store.

What do I need in order to return an item?

- Purchase receipt
- The purchase must have been made within the last 365 days.
- For card purchases, you will need the card that you used to purchase the item.
- If you placed an online order and you did not receive your receipt, we will need your order number. You can find this in the confirmation email that you received when making the purchase.

What do I do if I have received a product that has been damaged during delivery?

We go to great lengths to ensure that all items reach their new home in perfect condition. However, if there is an item missing or you notice anything is damaged, let us know by writing it on the delivery note so that we can get to work and sort this as quickly as possible.

If the damage is not visible, please get in touch with our Customer Service department on +34 900 400 922 (from 8:00 to 22:00).

Right of withdrawal for online purchases

[You can request the withdrawal of your online purchase by calling us on +34 900 400 922, or by emailing us at: \[csc.cancelacionesibes.es@ingka.ikea.com\]\(mailto:csc.cancelacionesibes.es@ingka.ikea.com\) with the completed](#) withdrawal request.

Any worn or damaged products are excluded from the right of withdrawal.

[We are confident in the quality of our products. You can learn more about our item guarantees](#) here.