

# Returns policy

At IKEA, we want you to have a clear and straightforward experience. That's why it's important that you know the difference between the legal right of withdrawal and our voluntary sales policy:

## **Voluntary sales policy: you have 365 days to return an item**

We know that our products are loved, but you don't always get it right first time. With this in mind, we give you 365 days to return your products, provided that they are in their original condition and packaging.

The item must be in its original packaging, unopened and with the seal intact, and must have all its labels. We therefore recommend that you check any product's measurements and features in our showrooms before you buy.

If the packaging has been opened but the item not removed, our team of store co-workers will verify that the packaging is the original, has all its labels and is in perfect condition, together with the item, despite being opened. In this case, we will refund the amount paid onto a refund card that you will be able to use by following our terms and conditions for use available via this [link](#).

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 your item at any IKEA store that accepts returns (see list below) or by booking a return delivery from your home. Find out how to do this at [IKEA.es](#).

## **Can any item be returned?**

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

- Customised products.
- Products bought from the Circular Hub.
- 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 for 30 days, but for return purposes they shouldn't show signs of wear and tear, stains and/or uncleanness.
- 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.

### **How can I make a return?**

#### **At an IKEA store:**

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, as well as IKEA Diagonal and IKEA Glòries in Barcelona, provide customers with ideas, advice and solutions for their homes. It will therefore not be possible to make returns at 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. It is therefore 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. Contact us to arrange a return at the link [Contact us](#).
2. Prepare your products. Keep in mind that the items must be in their original condition: with unopened packaging, still in the box, cover or wrapping, and unassembled (they must be unused, in perfect condition, and everything must be present). You will receive all the information from IKEA indicating the date and time the product will be picked up.

You can request a mattress pickup within the 30-day try-out period. Remember that to return a mattress, it must not show signs of wear and tear, stains or uncleanliness. For the return to be processed correctly, the mattress to be returned must be packaged beforehand (it doesn't matter what material is used, as long as it is completely covered).

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 pickup time, please contact our team at the link [Contact us](#) at least 24 hours before your agreed appointment.
4. The carrier we send to your home must check that the box has not been opened or tampered with and that the original packaging is in perfect condition without any damage (breakage, tears, dirt, damp or stains, etc.)
5. If the package is opened, dirty or damaged in any way, the carrier will not collect it from your home. The EUR 39 paid for the removal service will not be refundable. If only the packaging has been opened, but it is in perfect conditions, you can visit one of our stores that accepts returns to carry out the process in line with the in-store general returns requirements.
6. If the return appointment couldn't take place due to reasons attributable to the customer, the EUR 39 will not be refunded and you must arrange the service with its associated costs again.
7. The amount paid will be refunded by bank transfer. Before this happens, our in-store co-worker team will check that the item is in the aforementioned condition in order to process the return.
8. Once the package has arrived at our warehouses, we will issue the refund order within 7 working days.

\*Applicable solely within the Spanish peninsula.

### **Parcel returns at Correos branches:**

If you can't get to an IKEA store, you can always return small items at Correos branches. We will explain how to do this and what conditions apply below.

The terms and conditions for making a return via Correos are:

1. All the products you want to return must be part of the same order or on the same receipt.
2. The total weight of the package cannot exceed 25 kg.
3. The packaging of each returned parcel must not exceed the maximum dimensions (78.5 cm x 55 cm x 39 cm).
4. The cost of the service is **EUR 1**.

### **How can I make a return by Correos?**

1. Prepare the item and pack it correctly so that neither the item nor its packaging get damaged or stained when sending it.
2. Fill out this [online form](#) (one form for each receipt, since the return will be completed according to the original payment method).
3. You will receive a confirmation email with a postage label and QR code. You don't have to print the label, as this will be managed at the post office branch.
4. Take the package to a Correos branch to complete the return. You can use this returns method regardless of how you bought your products (online, in-store or remotely) or the delivery method (with or without home delivery).

### **Can I return items from different orders or receipts by Correos branch?**

Yes! Keep in mind that you must fill out one form per group of products if they are from different orders or receipts.

### **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 the condition mentioned above. Please note that the delivery fee paid at the time of purchase is non-refundable.

#### **When will I receive my refund?**

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

- For refunds to a card, we will issue the refund order while you are in the store.
- For cash refunds, we will refund the amount immediately.
- For refunds to a refund card, the amount will also be repaid immediately.

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

- We will issue the refund order within 7 working days of receipt of the goods 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 team at the link [Contact us](#).

#### **Right of withdrawal for online purchases**

If you bought your products online or over the phone, by law you have 14 calendar days from delivery to withdraw from the agreement, without needing to state why and without incurring a penalty.

- You can open and assemble the product to check its appearance.
- If you use the product more than is necessary to check it, we have the right to charge you an amount proportional to its loss in value, but never to refuse a return within that 14-day period.
- The refund will be paid to you using the same payment method as was used to buy the product, within 14 days from receipt of the product or proof of postage.

This right takes precedence over any sales policy that we offer.

#### **Guarantees**

This is an additional right granted by IKEA that does not affect the rights and guarantees of consumers and users, and in particular, the statutory 3-year guarantee from the date of purchase and/or delivery recognized under Spanish legislation in the event of non-conformity of goods.

At IKEA, we're confident in the quality of our products. If you like, you can find out more about our product guarantee [here](#).