



# IKEA Delivery Service Customer Agreement

## Delivery Service Terms of Carriage

This document sets out the arrangements that will apply to the purchase of an IKEA Delivery Service. It sets out the arrangements in relation to the purchase from IKEA and records that IKEA is not the Transport Service Provider (TSP).

## Agreement

1. Delivery will take place at the location specified by the Customer on the delivery instructions, to the one room of choice.
2. The Customer is responsible for ensuring that sufficient access and space to complete the delivery will be available. If the goods are to be delivered to a location other than on ground level, then sufficient access will be available by staircase or lift.
3. The delivery can happen anytime in the allocated time window selected by the Customer at point of sale. The TSP will contact the Customer 1-2 hours prior to the delivery.
4. If the TSP cannot deliver to the room of choice, the Customer may request delivery to an accessible alternative area at the same address. If the TSP assesses that the room of choice is unsuitable and that delivery is likely to cause damage to the goods or the property, they will inform the Customer and record this concern.
5. If delivery cannot be made to the location specified due to the nature of premises, insufficient access or unavailable to accept delivery, an additional delivery charge may be imposed on the Customer.
6. On delivery, the Customer (or a representative) will be required to check the condition of the packaging and confirm that the correct number of items has been delivered. The driver must be notified if any discrepancies are noticed and this should be noted and signed on the proof of delivery. Missing items will be replaced; incorrect or damaged items will be returned and be replaced at no cost to the Customer.
7. On delivery, the Customer (or a representative) must sign for the delivery to confirm that the delivery has been received. Refusal to sign will be interpreted as a refusal to accept the delivery.
8. If the Customer purchased AS IS items. These items may be in some way imperfect and/or assembled. IKEA may take an extra fee for packaging the product prior to transport if necessary. All necessary care will be taken in order to deliver the goods in the same condition that they were purchased. However, IKEA and the TSP takes no liability for any damages that may occur during the delivery or transport of AS IS items.
9. For a full refund of the Delivery fee, the Customer will have to cancel the delivery on the same day the delivery was paid for by calling the IKEA Customer Support Centre. The IKEA Customer Support Centre closes at 9:00 p.m. on weekdays and 7 p.m on weekends.

This policy is in addition to and does not affect your statutory rights under Competition and Consumer act 2010.

IKEA will not use your personal data for any marketing purposes other than for purposes directly relating to successful completion of the delivery.

## Declaration

Customer: I acknowledge the terms of the Agreement above.

Customer Name:

Customer Signature:

Date: / /