

IKEA FAMILY Terms and Conditions

Valid from 3 April 2018

Version 1.169

IKEA FAMILY membership is required to be eligible for IKEA FAMILY benefits. Your IKEA FAMILY membership card, number or temporary card must be presented at time of purchase to take advantage of member offers and benefits. Hereafter when referencing “provide your membership” that refers to when the IKEA FAMILY membership is shared with IKEA, through a digital or physical IKEA FAMILY card, or the 19 digit membership number.

IKEA FAMILY member prices are valid until 31 July 2018 unless otherwise stated. Prices are applicable for all Australian residents.

All goods and services are advertised in good faith to be available at time of sale. However, unforeseen problems or unexpected demand may occasionally result in stock being unavailable. While great care has been taken to ensure accuracy of all prices and descriptions, IKEA reserves the right to correct any errors and adjust prices, especially for GST, customs duty or other statutory charges that are out of our control.

IKEA may change, cancel or suspend IKEA FAMILY benefits at any time.

IKEA reserves the right to change the terms and conditions from time to time to reflect changes to the law or changes to our services. We request that members review the terms on a regular basis.

IKEA may suspend or close your IKEA FAMILY membership account at our discretion if we suspect unauthorized use or abuse of our services. In order to retain good data quality and follow data privacy legislation, we may close your IKEA FAMILY membership account and delete all your personal information in the event you have been inactive for a period of more than 3 years. To be active provide your membership at IKEA with your purchases.

IKEA FAMILY NSW, QLD, VIC, ACT, TAS, NT, SA & WA residents Terms and Conditions

Extended Returns Policy – for membership life

If you are an IKEA FAMILY member in NSW, VIC, QLD, ACT, TAS & NT and provide your IKEA FAMILY membership when you purchase your products, our standard 12 month returns policy is extended to the life of your IKEA FAMILY membership for purchases made after 1 September 2015 This excludes mattresses, for any returns on mattresses

If you are an IKEA FAMILY member in SA &WA and provide your IKEA FAMILY membership when you purchase your products, our standard 12 month returns policy is



extended to the life of your IKEA FAMILY membership for purchases made after 1 October 2017. This excludes mattresses, for any returns on mattresses

Please refer to the [Standard returns policy](#)

Free IKEA to Home Insurance

If you are an IKEA FAMILY member and provide your IKEA FAMILY membership when you purchase your products in the IKEA cash lines and online, your products will be insured against accidental damage during your journey home, even if you are taking them home in your car.

- The benefit applies to all IKEA products purchased in any one transaction where the IKEA FAMILY membership is provided. Articles found to be damaged during your journey home will be replaced on a like for like basis or a refund card to the value of your original purchase.
- You must present your IKEA FAMILY membership together with your proof of purchase when returning any damaged item.
- IKEA FAMILY members have 90 days from the date on your proof of purchase to return any item damaged during transit.
- This benefit applies to items purchased in NSW, VIC, QLD, ACT, TAS, NT, SA & WA only and applies only to IKEA FAMILY members.

Exclusions:

- Custom made bench tops and splash backs
- Items purchased from As Is (Bargain corner)

This policy is in addition to and does not affect your statutory rights under Australian Consumer Law

Charity donation

10¢ is donated to charity every time you provide your IKEA FAMILY or IKEA BUSINESS membership when you purchase your products in the IKEA cash lines and online. The maximum donation amount is \$150,000 per annum. All charities are reviewed on an annual basis.

Currently, the 10¢ donation will be donated to the Living Local Community Grants. For more information visit www.ikea.com.au/livinglocal.

If you are an IKEA FAMILY member in WA and provide your membership when you purchase your products, 10¢ is donated to charity for purchases made after 3rd April 2018.

If you are an IKEA FAMILY member in SA and provide your membership when you purchase your products, 10¢ is donated to charity for purchases made after 10th April 2018.

Digital Record of my Purchase

If you are an IKEA FAMILY member and provide your IKEA FAMILY membership when you purchase your products in the IKEA exit cash lines and online, your proof of purchase will be recorded in our databases. In the event that your IKEA FAMILY membership is deleted by IKEA due to inactivity or you choose to unsubscribe the digital record of your purchase will be deleted and cannot be used as proof of purchase when returning products.

For IKEA FAMILY members in NSW, VIC, QLD, ACT, TAS & NT this service is valid for purchases made from 1 September 2015 when providing your IKEA FAMILY membership at the point of purchase.

For IKEA FAMILY members in WA this service is valid for purchases made from 3rd April 2018 when providing your IKEA FAMILY membership at the point of purchase.

For IKEA FAMILY members in SA this service is valid for purchases made from 10th April 2018 when providing your IKEA FAMILY membership at the point of purchase.

IKEA reserves the right for this service to be unavailable (including due to system failure or other database errors affecting the traceability of the digital record). Customers are responsible for maintaining adequate proof of purchase for all warranty and change of mind purposes. This service excludes purchases made in IKEA Restaurant and Cafe, IKEA Bistro, IKEA Swedish Food Market and unpaid Customer Orders.

Chance to win \$5,000 to spend with IKEA

1. Information on how to enter & prizes form part of these Terms & Conditions. Any entry not complying with these Terms & Conditions is invalid. Entry into the promotion is deemed to be an acceptance of these Terms & Conditions.
2. Entry is open to Australian residents who are 18 years of age or over. Directors, management and employees of the Promoter and its related companies are not eligible to enter this promotion. Whilst employees of the Promoter may not enter, the immediate family of employees are eligible to enter.
3. The promotion commences at 10.00am (AEDT) on 1/10/2017 & closes at 7.00pm (AEST) on 31/7/2018 ("Promotion Period").
4. To be eligible for entry in the draw, participants must, during the promotion period visit IKEA (in store or online) and provide their IKEA FAMILY or IKEA BUSINESS membership at the point of purchase ("eligible entry") for Queensland, New South Wales, Australian Capital Territory, Victoria, Tasmania, South Australia, Western Australia and Northern Territory residents (excluding ecommerce & IKEA BUSINESS purchases in South Australia and Western Australia).
5. One entry per transaction. Multiple entries are permitted. Eligible entrants will receive one entry into the draw in accordance with Condition 4. No minimum spend required. Any product returned that was purchased during the Promotion Period will not receive an entry in the draw, and will be considered ineligible.



6. The Promoter reserves the right to verify the validity of entries and reserves the right to disqualify any entrant for tampering with the entry process or for submitting an entry that is not in accordance with these Terms & Conditions.
7. There will be eight (8) draws. The draws will take place at 2pm (AEST) on 3/8/2018 at the offices of MDSA, Ground Floor, 15 Grosvenor Street, Neutral Bay NSW 2089.
8. There will be 8 State draws and twelve (12) winners in total, each winner will receive \$5,000 to spend with IKEA. Draw 1 QLD: 2 Winners drawn; Draw 2 NSW: 3 Winners drawn; Draw 3 Vic: 2 Winners drawn; Draw 4 Tas: 1 Winner drawn; Draw 5 ACT: 1 Winner drawn; Draw 6 SA: 1 Winner drawn; Draw 7 WA: 1 Winner draw; Draw 8 NT: 1 Winner drawn.
9. The total maximum value of the 12 Prizes is \$60,000.
10. The winners will be notified in writing & telephone, within 2 business days of the draw, using the winner's details included on their IKEA FAMILY membership (the Promoter takes no responsibility for any incorrect details included in an entrant's account). The winner's details will be published on the IKEA webpage <http://www.IKEA.com.au/family> for a period of 28 days and in The Australian newspaper on 13/8/2018.
11. As part of entry you agree that your personal information will be shared with MDSA for the purpose of conducting the draw. For full details on how MDSA will handle your data, contact MDSA on 02 99539633 for a copy of their Privacy Policy.
12. The Promoter reserves the right to redraw the prize in the event of the entrant/s being unable to satisfy these competition conditions or forfeiting or not claiming the prize. If the prize remains unclaimed or forfeited through ineligibility or otherwise, the Promoter will conduct a further draw, at the same time & place as the original draw, on 12/11/2018. The winner/s, if any, will be notified in writing & telephone, within 2 business days of the draw and their details will be published on <http://www.IKEA.com.au/family> for a period of 28 days and in The Australian newspaper on 19/11/2018.
13. The prize is not transferable & cannot be taken as cash. The prize must be taken as described and no compensation will be payable if the winner is unable to use the prize as stated.
14. The winner prize will be provided as an IKEA Gift card (view IKEA gift card terms and conditions) to be used in IKEA stores (*NSW, VIC, Qld, and ACT*) or winner can choose to create an IKEA shopping list to the value of \$5,000 (valid for 1 year) that can only be used for IKEA products. Winner need to inform IKEA what prize is selected and how to claim it.
15. IKEA Gift card
 - IKEA Gift cards can be used as full or partial payment on purchases in IKEA stores**, excluding the IKEA Restaurant, Bistro, and Swedish Food Market.
 - IKEA Gift cards cannot be used for online payments.
 - IKEA Gift cards cannot be redeemed for cash or balances transferred to new cards.
 - IKEA is unable to replace the card if lost or stolen.



- There are no limitations on how many times a card/s can be used (until the balance is \$0.00).
- To check the balance of a Gift card, visit or call an IKEA store in Australia.
- If the gift card is used in an IKEA store in other countries:
 - A currency conversion fee of 3% will apply.
 - The exchange rate will be set by IKEA weekly based on market rates.
 - The exchange rate is non-negotiable and is subject to change.
- IKEA Gift cards remain the property of IKEA Pty Limited, and may not be tampered or interfered with, without our consent.
- IKEA Gift cards are valid for 3 years* from the initial date of issue.

** Please also refer to your receipt for the expiration date of this card*

16. The Promoter is not liable for any loss or damage whatsoever which is suffered, including but not limited to indirect or consequential loss, or for personal injury suffered or sustained during the course of accepting or using the prize, except for any liability which cannot be excluded by law.
17. Any tax liability arising as a result of accepting the prize is the responsibility of the winner.
18. Promoter's decision is final and no correspondence will be entered into.
19. The winner agrees that the Promoter may use their name and photographs of them for publicity and promotional purposes, without compensation, and that the Promoter will own copyright in any such photographs and in all material incorporating the photographs.
20. If for any reason this promotion is not capable of running as planned (whether caused by infection by computer virus, line drop out, bugs, tampering, unauthorised intervention, fraud, technical failures or any other cause beyond the control of the Promoter which corrupt or affect the administration, security, fairness or integrity of the promotion), the Promoter reserves the right in its sole discretion, (subject to any written direction given by a relevant Regulatory Authority), to cancel, terminate, modify or suspend the promotion. The Promoter may in its sole discretion disqualify any individual who tampers with the entry process.
21. Except for any liability that cannot be excluded by law, the Promoter (including its officers, employees and agents) exclude all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any entry or prize claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any variation in prize value to that stated in these Terms and Conditions; (e) any tax liability incurred by the winner or entrant; or (f) use of the prize.
22. The Promoter collects personal information in order to conduct the promotion and may, for this purpose, disclose such information to third parties, including but not limited to agents, contractors, service providers, prize suppliers and, as required,

to Australian regulatory authorities. Entry is conditional on providing this information. The Promoter may, for an indefinite period, unless otherwise advised, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the entrant. Entrants should direct any request to access, update or correct information to the Promoter. All entries become the property of the Promoter.

23. By entering the promotion, each entrant agrees in addition to the above uses, that the Promoter may disclose entrants' personal information, to State and Territory lottery departments, the winner's name will be published as required under the relevant lottery legislation and the Promoter may publish or cause to be published the winner's name and suburb in any media.
24. The Promoter is IKEA Pty Ltd, IKEA Service Office, Level 1 Clock Tower, 630 Princes Highway, Tempe NSW 2044. ABN 84 006 270 757.
25. Authorised under NSW Permit No LTPS/17/16839, ACT TP17/01601 & SA License NO. T17/1505.