



## IKEA Parcel Delivery Service Customer Agreement

### Parcel Delivery Service Terms of Carriage

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

Your estimated delivery date is not guaranteed. You are able to track the status of your order by visiting [www.ikea.com.au/track](http://www.ikea.com.au/track).

You will receive a notification of expected delivery on the morning of the delivery

The goods will be delivered and handed over at the front door of the specified address. If the delivery is to your office or workplace, the goods will be handed over at reception area or area for delivery, whichever is applicable. The Service Provider will deliver to an available signatory at the stated address of delivery.

If you have ordered any knives as part of your delivery, you will be requested to verify your identity upon delivery.

If a delivery is futile, the Service Provider will leave a card with instruction on how to get your goods. The IKEA parcel will be taken to the nearest Service Provider Collection Point. If the Service Provider does not have a Collection Point that is convenient to the customer will they contact you the following day to offer options of redelivery, collection from a depot, or delivery to another collection point.

Should you fail to collect the Parcels at the Collection Point within 7 working days, the Parcels shall be returned to IKEA by the Service Provider.

Should you wish to cancel your order for any reason prior to delivery, you will need to contact the IKEA Customer Support Centre using the numbers listed below.

**Contact us:**

Victoria/Tasmania  
03 8523 2154

ACT/New South Wales  
02 8020 6641

Queensland/NT  
07 3380 6800

South Australia  
08 8154 4532

Western Australia  
08 9201 4532

Customer service operating hours  
Mon-Sun 08:00 AM – 10:00 PM AEST

