

IKEA Tempe Take-back service Terms & Conditions

IKEA Tempe has launched their Furniture Take-Back Service. These terms and conditions are in addition to, and do not affect, the [IKEA Returns Policy](#) or your statutory rights under the Competition and Consumer Act 2010.

How does it work?

At IKEA we believe our products deserve a second life, as such we are willing to buy your used IKEA products from you. To be a part of the Furniture Take-Back service you will need to fill out a form that can be found [here](#) and provide 5 photos of the products you want to sell. The form and photos need to be emailed to tempe.takeback.au@ikea.com for assessment. Once we view your photos, if the products are eligible for the Furniture Take-Back service we will contact you with a purchase price quote. All quotes are subject to a physical inspection of the products by IKEA staff and we do not agree to purchase your products until they have been inspected by staff at IKEA Tempe. If you agree to sell the products to us for the quoted value, you will be invited to bring the products into IKEA Tempe. The friendly staff at IKEA Tempe will inspect your products to confirm that they are in resalable condition, are as described in the pictures and that the products' condition has not changed since IKEA provided you with a quote to purchase the products. If we accept your products you will be issued with a discount voucher for the agreed purchase price which will be valid for 90 days. These product will then be placed in our AS-IS section for resale or if we unable to sell the product, IKEA will responsibly dispose of it in line with our sustainability approach.

More information about IKEA sustainability approach can be viewed [here](#).

Is there anything IKEA is unable to accept?

IKEA is currently unable to accept items from the categories listed below however we are always looking for new opportunities to improve our services so check back in the future. The following categories of products are not currently eligible for the Furniture Take-Back service:

- Non-IKEA products
- Home furnishing accessories including Lighting and Textiles
- Products that have been used outside including outdoor furniture
- Mattresses & Bed Textiles (such as Blankets and Mattress toppers)
- Kitchens including bench tops, cabinets and fronts
- PAX Wardrobes and accessories

- Electrical Appliances
- Children's and Baby products (such as cots, mattresses and change tables)

We may resell your products to other customers and want to ensure that 'Take-Back' products purchased by customers are of a high quality and meet our obligations under the Competition and Consumer Act 2010. To be eligible for our Furniture Take-Back service, Products must:

- be structurally sound and safe;
- be in resalable condition;
- be of acceptable quality and fit for the purpose the products are or were advertised for;
- owned by you and not carrying any hidden debts or security interests;
- match our descriptions of the products and not be modified from their original state; and
- meet the promises we make or propose to make about performance, condition and quality of the products.

We do not agree to purchase your products until they have been inspected by staff at IKEA Tempe. IKEA reserves the right to (in its sole discretion) not accept any item at the point of return for any reason, even if it had been previously assessed online.

Where is the Take-back service happening?

IKEA's Take-back service is only at the IKEA Tempe store, however, we are always looking for new opportunities so check back in the future. IKEA reserves the right to end the program at any time.

When is the Take-back service happening?

The IKEA Tempe Take-back service will run from the 04/06/2018 to 04/12/2018. IKEA reserves the right to end the program at any time.

How much will I get for my item?

Your item will be assessed by our Quality Team, using the online submission form. The quote will be based on the condition and the products original value. If you accept this amount, you will be invited to bring the products into IKEA Tempe. If, after the staff at IKEA Tempe inspect the products, we accept your products you will be issued with a discount voucher valid for 90 days equal to that amount. Our instore team

are unable to change the original price offered (but may refuse to purchase the product, including if the item is ineligible for the Furniture Take-Back service or the item's condition has changed).

Why wasn't my product accepted?

IKEA reserves the right to refuse to accept a product at in its sole discretion, including if your products are ineligible for the Furniture Take-Back service, are not as described in the pictures you have provided, or if the products condition has changed since then.

Take-back Service GoGet Terms & Conditions:

- Maximum discount offered is \$28.90 per redemption
- Offer available for use with Van, Ute, SUV or Corolla vehicles
- Reduced Damage cover, tolls, Kms and location surcharges are not covered in this offer
- Cannot be used in conjunction with any other offer
- Only valid with a valid IKEA Tempe Take-back reference number
- This offer can be amended or ended at any time.
- Offer is valid between 04/06/2018 to 04/12/2018

For full terms and conditions for GoGet click [here](#)