



IKEA BUSINESS Terms and Conditions

Valid from 21 May 2019 Version 1.167

You may apply to be a member of IKEA BUSINESS if you are aged 18 years or over, have a current Australian residential address and have a valid Australian Business Number (ABN).

IKEA BUSINESS membership is required to be eligible for IKEA BUSINESS benefits. Your IKEA BUSINESS membership number, card 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 BUSINESS membership is shared with IKEA, through a digital or physical IKEA BUSINESS card, or the 19 digit membership number.

IKEA BUSINESS member prices are valid until 30 August 2019 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 BUSINESS 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 BUSINESS membership account at our discretion if we suspect unauthorised use or abuse of our services. In order to retain good data quality and follow data privacy legislation, we may close your IKEA BUSINESS 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 scan or swipe your card in the IKEA store with your purchases.

Extended Returns Policy

If you are an IKEA BUSINESS member who provides your IKEA BUSINESS membership when you purchase your products, our standard 12 month returns policy is extended to 3 years. This excludes any returns on mattresses.

For members located in WA this applies to purchases made after 3 April 2018

For members located in SA this applies to purchases made after 10 April 2018



Please refer to the standard [returns policy](#).

Free Store to Business Insurance

If you are an IKEA BUSINESS member and provide your IKEA BUSINESS membership when you purchase your products in an IKEA register or online at checkout, your products will be insured against accidental damage during your journey home or to your business, even if you are taking them in your own vehicle.

- This benefit applies to all IKEA products purchased in any one transaction where your IKEA BUSINESS number. 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 BUSINESS card together with your proof of purchase when returning any damaged item.
- IKEA BUSINESS members have 90 days from the date on your receipt to return any item damaged during transit.

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 BUSINESS membership when you purchase your products in the IKEA register or online at check out. 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.

Digital Record of my Purchase

If you are an IKEA BUSINESS member and provide your IKEA BUSINESS membership when you purchase your products in the IKEA cash lines and online at checkout, your proof of purchase will be recorded in our databases.

- For IKEA BUSINESS members in NSW, VIC, QLD, ACT, TAS & NT this service is valid for purchases made from 1 October 2017
- For IKEA BUSINESS members in WA this service is valid for purchases made from 3 April 2018
- For IKEA BUSINESS members in SA this service is valid for purchases made from 10 April 2018



In the event that your IKEA BUSINESS 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.

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.