

# 365 days to change your mind

## No-nonsense returns policy

So you bought it and... it's not quite what you'd had in mind? That's alright! You have 365 days to return your purchase for a full refund, as long as the product is in unused and resaleable condition.

It's important to us that you're happy with your IKEA purchase. If you're not totally satisfied, or simply just change your mind, you can return your products within 365 days. We will give you a full refund of the price of the goods that are returned with proof of purchase and, if possible, the packaging. We will refund you by the same method as your original payment for products. You can return any product, even if you assembled it, as long as it's in unused and re-saleable condition. If the returns criteria are not fully met, we may refuse the return or offer an exchange or gift card.

This policy applies in case you change your mind and it is in addition to and doesn't affect your statutory rights under Competition and Consumer act 2010. If the goods are faulty or not as described, you will always be entitled to return the goods to us.

Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## In store purchases

The terms and conditions set out in this return policy apply to all goods purchased from an IKEA store in Australia.

### Can I return my goods?

Yes, of course! You are allowed to return the goods within 365 days for a full refund of the price of the goods, regardless of the reason for the cancellation.

### Can I test and try the products that I've bought in store?

Yes, you may test and try your products at home! If you decide to return your products, we would prefer for you to send them back in their original packaging. If you damage the product beyond what is necessary to test the nature, characteristics and functioning of the product, we reserve the right not to refund you the full price of the product because of its decreased value.

### How do I return my goods?

#### We offer several return options for your convenience:

1. You can always bring the goods you want to return to any IKEA store within Australia. Bring your proof of purchase and the payment card with which you paid for the goods.
2. IKEA also offers to collect the unwanted items. A collection fee for the cost of returning the goods will apply. **The fee is the same cost as the corresponding delivery cost.** Please contact IKEA through <http://www.ikea.com/au> or by calling **03 8523 2154 VIC/TAS, 02 8020 6641 ACT/NSW, 07 3380 6800 QLD/NT** to arrange a collection.

### What are the conditions for collection?

To simplify the collection, we ask you to provide IKEA with as much details as possible of relevant features of the delivery address, e.g. which floor the items are to be collected from, whether there are any narrow doors etc. You also agree to ensure that there is suitable access to the chosen collection location.

If our representative considers that collection is likely to cause damage to the goods or to your property, they will inform you and record this concern on the collection document. If you want our representative to collect the goods anyway, we will not be liable for any damage caused (provided that reasonable care is taken in collecting the goods).

A collection document provided by the representative must be signed to confirm that the collection has taken place. If you are not personally available to accept collection of the goods you may appoint an adult representative to do so on your behalf.

### **How much will I be refunded?**

We will refund the price you paid for the goods to the credit-, debit- or gift card that you made payment with. IKEA has the right to reduce your refund to reflect any reduction in the value of the goods, if this has been caused by your handling them in a way which goes beyond what is necessary to establish the nature, characteristics and functioning of the goods.

### **Can I cancel my order of services?**

If you have ordered services, e.g. assembly or installations, you can cancel your order for any reason within 14 days from the date that you received the related products or the conclusion of the service contract, whichever date is the latest.

You will have no right to cancel the services performed, if you have given your prior express consent to commencement of the services and acknowledged that you will have no right to cancel the services that have been performed. We will refund you the charge for the services that have not been performed up to the time of your cancellation.

## **Online Purchases**

The terms and conditions set out in this policy apply to all goods purchased from the IKEA website in Australia, whether you buy online or by phone.

### **Can I cancel my order?**

Yes, of course! When you place an order on the IKEA website for an IKEA product, you can cancel your order at any time before the goods are dispatched to you. We will provide a full refund of the price of the goods and our delivery charges.

After receiving the last goods of your order, you are allowed to return the order within 365 days for a full refund of the price of the goods, regardless of the reason.

### **Can I cancel my order of services?**

If you have ordered services, e.g. assembly or installations, you can cancel your order for any reason within 14 days from the date that you received the related products or the conclusion of the service contract, whichever date is the latest.

You will have no right to cancel the services performed, if you have given your prior express consent to commencement of the services and acknowledged that you will have no right to cancel the services that have been performed. We will refund you the charge for the services that have not been performed up to the time of your cancellation.

### **How do I cancel my order?**

Just notify us either by phone or in writing.

- Call us on **03 8523 2154 VIC/TAS, 02 8020 6641 ACT/NSW, 07 3380 6800 QLD/NT**. Please have your order acknowledgement email at hand and be ready to quote your order number and to specify which goods you want to return.
- E-mail us at [customer.relations.au@ikea.com](mailto:customer.relations.au@ikea.com). You must include your order number in the e-mail, and clearly specify which goods you wish to return.
- You can also organise to return your products to a Collection Point. A fee for the cost of returning the goods will apply. The fee is the same cost as the corresponding collection cost. Find your nearest Collection Point at [www.ikea.com.au/collectionpoints](http://www.ikea.com.au/collectionpoints). Please contact IKEA through <http://www.ikea.com/au> or by calling **03 8523 2154 VIC/TAS, 02 8020 6641 ACT/NSW, 07 3380 6800 QLD/NT** and provide your order number and delivery receipt.
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Your cancellation will take effect from the day it is sent to us.

### **How will I know the cancellation of my order has been processed?**

If you cancel your order with us, we will confirm our receipt of your cancellation by email.

### **Can I test and try the products that I've ordered from IKEA Shop Online?**

Yes, you may even assemble the product(s) to be able to test and try them at home! If you decide to return your products, we however prefer you to send them back in their original packaging. If you damage the

product beyond what is necessary to test the nature, characteristics and functioning of the product, we reserve the right not to refund you the full price of the product because of its decreased value.

### **How do I return my goods?**

We offer [two] return options for your convenience:

1. You can always bring the goods you want to return to any IKEA store within Australia. Bring proof of purchase and the payment card with which you paid for the goods.
2. IKEA also offers to collect the unwanted items. A collection fee for the cost of returning the goods will apply. The fee is the same cost as the corresponding delivery cost. Please contact IKEA through <http://www.ikea.com/au> or by calling **03 8523 2154 Vic/Tasmania, 02 8020 6641 ACT/NSW, 07 3380 6800 QLD/NT** and provide your order number and delivery receipt.
3. You can also organise to return your products to a Collection Point. A fee for the cost of returning the goods will apply. The fee is the same cost as the corresponding collection cost. Find your nearest Collection Point at [www.ikea.com/au/collectionpoints](http://www.ikea.com/au/collectionpoints). Please contact IKEA through <http://www.ikea.com/au> or by calling **03 8523 2154 VIC/TAS, 02 8020 6641 ACT/NSW, 07 3380 6800 QLD/NT** and provide your order number and delivery receipt.

If the goods have been delivered to you before you decide to cancel your contract, you must return the goods to us not later than 14 days after the day on which you let us know that you wish to cancel the contract.

You agree to return the goods in full in a re-saleable condition and, if possible, with the original packaging. You also agree to take reasonable care of the goods from the time that they are delivered to you until the time that they are returned to IKEA.

### **What are the conditions for collection?**

To simplify the collection, we ask you to provide IKEA with as much details as possible of relevant features of the delivery address, e.g. which floor the items are to be collected from, whether there are any narrow doors etc. You also agree to ensure that there is suitable access to the chosen collection location.

If our representative considers that collection is likely to cause damage to the goods or to your property, they will inform you and record this concern on the collection document. If you want our representative to collect the goods anyway, we will not be liable for any damage caused (provided that reasonable care is taken in collecting the goods).

A collection document provided by the representative must be signed by you to confirm that the collection has taken place. If you are not personally available to accept collection of the goods you may appoint an adult representative to do so on your behalf.

### **How much will I be refunded?**

We will give you a full refund of the price of the goods that are returned within 365 days, with proof of purchase. If you return your goods within 14 days, we will also refund our delivery charges. IKEA has the right to reduce your refund to reflect any reduction in the value of the goods, if this has been caused by you handling them in a way which goes beyond what is necessary to establish the nature, characteristics and functioning of the goods.

If you cancel part of your order within the 14 day period from the date of receipt of the products, we consider the products you keep to establish a new order. We will not refund the delivery charge that would have applied if your order had only included the products that you have decided to keep.

### **How will I get refunded?**

We will refund you to the credit-, debit- or gift card that you made the payment with.

### **When will I get refunded?**

If we have agreed to pick up the products, you will receive your refund at the latest 14 days from the date that you notified us of your cancellation. However, if we have not agreed to pick up your products, we may withhold the refund until we have received the products or evidence that you have sent the products to us.

### **Love it or exchange it terms and conditions**

It is important to us that you love your new mattress. So if after a while you discover that it is too firm, too soft or too something else just bring the mattress back and simply change it for another.

You may exchange your mattress or mattress pad once within 365 days if you don't love it, provided that it is not dirty, marked or damaged. Simply take your mattress back to the IKEA store with your receipt and we will help you find one that suits you better.

Please note that initially your new mattress can seem a bit too firm. Allow at least one month for your body to get used to the mattress and for the mattress to get used to your body. To get the best comfort you also need the right pillow. Make sure you have a pillow that suits you and your new mattress.

If you would like to upgrade your mattress, all we ask is that you pay the difference between the original purchase price and the price of the replacement chosen. If the replacement mattress is lower in price, we will credit the difference to an IKEA refund card for you to use towards a future purchase.

The "Love it or Exchange it" return policy is valid on all new mattresses but does not apply to SULTAN bed bases, bed slats and mattress pads.

The terms & conditions of our 25 year guarantee and the care instructions can be found in our guarantee brochures.

This return policy and our guarantee do not affect your statutory rights.