



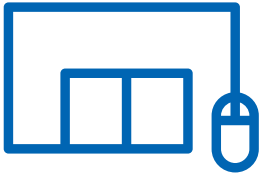
Our services

Because sometimes you need
a helping hand



Services and prices may vary, please see
IKEA-USA.com/services or your local IKEA
store for details.

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Click & Collect service

Shop online, pick up your purchase in store later.

We've made shopping even easier with our Click & Collect service. Now you can make a purchase online and schedule to pick up your order at a time that's convenient for you.

Your Click & Collect fee will be refunded to you in the form of a gift card.

How to book

Visit IKEA-USA.com



Delivery service

Most of our products are designed and packaged so that you can take them home yourself. If you prefer, we can arrange delivery (by an Independent Service Provider) of your purchases directly to your home or business. Same day, next day or same week deliveries are available. We can also arrange delivery at a later date if you would like.

We also offer appliance, furniture and mattress removal.
Please see a co-worker for details.

How to book

Please see a co-worker in store.



Picking with delivery

We'll collect the products on your shopping list from throughout the store and deliver (by an Independent Service Provider) everything to your home or office. See an IKEA co-worker and tell them what you're looking for and they will book and print your items on a customer order. Take this order to the check-outs and pay for your purchases both goods and services. And you're on your way!

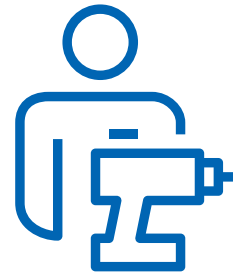
Please see a co-worker for availability for your delivery service zip code.

Live plants and assorted articles are ineligible for Picking with delivery.

Product availability is not guaranteed. In the event an article is not in stock, a refund will be processed.

How to book

Please see a co-worker in store.



Assembly service

Our products are designed to be assembled by you. That way, you'll save the most money. However, we can arrange an experienced Independent Service Provider to assemble your new products for your home or business.

Please see a co-worker for availability for your delivery service zip code.



Removal and recycling

When we deliver your new mattress, sofa, or appliance, we're happy to take the old one away. It makes life a lot easier when you're replacing a big piece of furniture.

We ensure all mattresses which we remove are recycled.

See an IKEA co-worker for details, prices vary by store.

For Online and In-Store Purchases TaskRabbit

We've partnered with TaskRabbit to provide you with even more assembly options to choose from. TaskRabbit offers quick and convenient assembly and mounting for your IKEA purchases made online and in select stores.

Once you've purchased your products, choose the date and time that works for you. Appointments are available as soon as the next day after products are delivered or picked up in-store. You'll be matched with a Tasker that will contact you to confirm all the details. Taskers will secure items to the wall according to the product's assembly instructions at no additional cost. Plus, enjoy flat rate pricing created just for IKEA products.

How to book

Please visit taskrabbit.com/IKEA



Kitchen planning

Measurement and Planning

This service includes the Measurement Service and the services of a professional kitchen planner to plan your dream kitchen for you. This service is available to customers living in our service area. A professional Measurement Technician from an Independent Service Provider will visit you in your home to provide all measurement services. A Kitchen Planner will then contact you to discuss the details of your kitchen plan, and start the planning process.

The Measurement and Planning fee is refunded to you upon purchasing your IKEA kitchen.

Individual Kitchen Planning in store

This service includes a scheduled two hour in-store appointment with one of our professional IKEA kitchen planners to give you a detailed layout of your kitchen including cabinets, appliances, and countertops. We offer this service to all customers regardless of your home location.

The in-store planning fee is refunded to you upon purchasing your IKEA kitchen.

How to book

Talk to a co-worker in the Kitchen department at the store.



*Because maybe you're
more passionate about
the cooking*



Kitchen Measurement service

An professional Measurement Technician from an Independent Service Provider will come to your home at the time and date you choose, to assess the conditions and provide accurate measurements. This service is available to customers living in our service area.

- Room dimension (height, length, width)
- Dimension and position of windows and doors
- Position of external walls
- Width of all windows (including sill) and their height above the floor
- Position sloping ceilings
- Position of electric, water, and gas connections and other fixtures, e.g. pipes, radiators, etc.
- Confirm that all room corners are square
- Confirm that all included walls are plumb
- Photograph each wall, plus an overall view of the kitchen space
- All required dimensions will be entered into the IKEA Home Planner, and saved to your own account under your unique user profile within 24 hours.

The Measurement fee is refunded to you upon purchasing your IKEA kitchen.

How to book

Speak to one of our specialists in the Kitchen department at the store.



Kitchen Installation service

The Independent Service Provider's professional kitchen installers are familiar with the proper methods of installation required by the IKEA cabinet system. Professional Kitchen Installers attend in-depth training, undergo a full background check, and uphold high standards of trust, quality, and craftsmanship to ensure that your kitchen is done right.

5 year warranty

Professional Kitchen Installers licensed, insured, and warranty their work for 5 years post completion on IKEA supplied kitchen products.

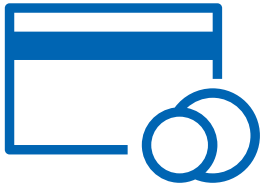
Installation

Kitchen Installation is provided by an Independent Service Provider and is priced per cabinet.

- Assemble cabinets, drawers, doors, and interior fittings
- Install IKEA cabinets, plinths, and side cover panels (excludes 26x36" & 36x96" panels)
- Adjust all IKEA cabinet doors and drawer fronts for appearance
- Clean up of your kitchen job site, which includes:
 - Daily broom cleaning of job site
 - Vacuum inside of cabinets, floors, and other surfaces upon completion of installation
- Attach IKEA knobs and/or handles to cabinet doors and drawers

How to book

You can book your installation through the Independent Service Provider.



Finance options¹

Two ways to get more from IKEA, so you can do more for your home.

IKEA® Visa® credit card

From remodeling a room to reorganizing your wardrobe — now you can do it faster. Every purchase earns towards reward certificates you can use for the IKEA products you love.

5% back in rewards on IKEA purchases,²
as well as on Traemand installation and TaskRabbit assembly services

3% back in rewards on grocery and utility purchases³

1% back in rewards on all other purchases
made with your IKEA Visa credit card

IKEA Projekt credit card

For large projects, the IKEA Projekt card lets you pay off purchases of \$5,000 or more over 60 affordable monthly payments at a low rate of only 4.99% APR, thereafter 21.99% standard purchase APR. All with no annual fee.⁴

How to apply

For more information, talk to one of our co-workers in the store, or visit [IKEA-USA.com/financing](https://www.IKEA-USA.com/financing)

The legal bit

1 Subject to credit approval. Comenity Capital Bank issues IKEA Projekt credit card accounts.

IKEA Visa and Visa Signature credit card accounts are issued by Comenity Capital Bank pursuant to a license from Visa USA Inc. Visa is a registered trademark of Visa International Service Association and used under license.

2. Rewards certificates are issued in \$15 increments. The IKEA Visa Credit Card Rewards Program is provided by Comenity Capital Bank and its terms may change at any time. For Full Rewards Terms and Conditions, please see comenity.net/IKEAvisa. Purchases earning rewards dollars do not qualify for promotional financing.

3. Each merchant is assigned a code by a third party that indicates the merchant's area of business. Bonus percentages will only be awarded if the merchant code for the purchase matches a category eligible for the offer. Comenity Capital Bank does not have the ability to control the assignment of merchant codes.

4. Any IKEA product purchase greater than or equal to \$5,000 will automatically be placed on this plan. If the balance is not paid in full in 60 months or if you fail to make any payment when due, regular credit terms will apply and interest will be imposed from the end of the promotional period at the standard purchase APR of 21.99%. Minimum monthly payments for this plan during the promotional period will be the greater of: the amount of the purchase, including the calculated finance charges that will be assessed from the date of purchase through the end of the promotional period, divided by the number of months in the promotional period, (rounded up to the nearest \$1.00); or \$5. See store associate for details. IKEA Projekt credit card Accounts are offered by Comenity Capital Bank which determines qualifications for credit and promotion eligibility. At no time will the minimum payment due be less than \$30. Minimum Interest Charge is \$2 per credit plan. Standard Purchase APR of 21.99%. Subject to credit approval. See your first billing statement showing the purchase for opt-out details.



Planning for Businesses

What we do

Our Furnishing Consultants can support you in planning smart solutions for your business or large scale home projects.

Pricing

There is no charge for furnishing advice and planning support. That's what we are here for!

How to book

Talk with a co-worker in the Workspaces department in your local IKEA store.



It's OK to change your mind

You have 365 days to return your purchase.
Keep your receipt safe to make returns easier.

If you're not totally satisfied with your IKEA purchase you can return any item within 365 days, together with proof of purchase, for a full refund. We are unable to refund or exchange your items if your merchandise is found to be dirty, stained, damaged or abused.

You will also be required to present a valid photo ID for all returns and exchanges made in store. Information from your ID will be retained in a company-wide database to be used only for authorizing returns.

How refunds are issued

Receipt is required for returns, exchanges and store credit

- Purchases made with cash: a cash refund or a store credit will be issued.
- Purchases made with a credit card: a store credit or credit will be issued to the original account. Card must be present.

Don't have a receipt? No problem.

If the purchase was made in the last 365 days, we can attempt to locate the purchase using any of the following:

- Credit/Debit Card
- Store Credit Number
- Gift Card Number
- Order Number (if applicable)
- Exact Date of Purchase

If we can't find a record of the purchase, we will gladly either:

- Provide a merchandise credit for the lowest selling price in 365 days.
- Complete a mail check refund request to research the original purchase.

Additional information on refund procedures can be found at IKEA-USA.com.

Notes
