



## **IKEA Terms and Conditions**

Updated: 18.09.2026

Here you can read terms and conditions that apply when you purchase goods and/or services in our online store at [www.ikea.no](http://www.ikea.no), the IKEA app, one of our stores/plan & order points, or by contacting one of our employees via phone/chat.

### **Order confirmation**

We confirm your order by sending you an order confirmation. Please review the confirmation to ensure it matches your order. If something is not right, please contact us as soon as possible.

### **Contact information**

Address: Billingstadsletta 18, 1375 Billingstad

Contact us: [IKEA.no/kontaktoss](http://IKEA.no/kontaktoss)

Email: [Customer.support.no@ikea.com](mailto:Customer.support.no@ikea.com)

Phone number: 64 00 12 73

Seller: IKEA AS

Company register: NO914787521MVA

### **Agreement and parties**

The agreement between the buyer (you as the customer) and the seller (IKEA AS) consists of the information IKEA provides about the purchase in the online store, any direct correspondence between the parties, as well as these purchase terms. In case of any conflict between the information IKEA has provided about the purchase or in direct correspondence between the parties and the purchase terms, the correspondence between the parties and the information provided in the online store take precedence over the purchase terms, as long as it does not conflict with binding legislation.

### **Conclusion of the agreement**

The agreement is binding for both parties once IKEA has received your order. However, the parties are not bound by the agreement if something in the order or offer from IKEA is obviously and reasonably incorrect.

### **Pricing and payment**

Prices for the items are stated including VAT at the checkout before the order is completed. You will get an overview of what you need to pay for the items, in addition to the shipping cost. Payment is made in the final step of the checkout process, using the available payment methods. If you have ordered by phone or email, you will pay for the order here. The order must be paid for on the same day it is created, otherwise the delivery date may be postponed.

### **Delivery home or to a pick-up point**

You can track your order yourself using our [tracking feature](#). Your order can be split into multiple deliveries. If this is the case, you will see this in the online basket, in the order confirmation and the reminder messages we send. When you place an order, you select the date and time slot for delivery. As the delivery date approaches, we will send you message reminders both during and before delivery. If there are any delays in production or shipping and the delivery time is changed, IKEA will contact you.

### Minimum amount for delivery services:

To complete a purchase using one of our delivery services, the total amount must exceed a fixed minimum threshold. You can see this when you add items to your shopping cart. This does not apply to the services Click & Collect at stores or IKEA Locker. The minimum order amount will be calculated based on prices before any price adjustments (discounts, vouchers, or IKEA Family prices).

### Parcel to pick-up locker or delivery point

The parcel is delivered to the pick-up point or locker you have chosen, and we will keep you updated along the way and send you an SMS as soon as the parcel is ready for pick-up.

### Parcel home delivery

Posten will send you an SMS before delivery with an estimated delivery time and the option for contactless delivery, which you can check in Posten's App. Posten will then leave the order in a safe place. Exceptions to contactless delivery apply to apartment buildings where Posten does not have access. If you are not home to receive the package and have not checked contactless delivery, it will be delivered to the nearest pickup point. For Business package, two delivery attempts are made. You will receive another SMS as soon as the package is ready for pickup.

### Home deliveries delivered to room of choice or curbside (larger orders)

Keep track of your order through the tracking link we send you on the delivery day. If there is any issue, the driver will contact you at the phone number you provided when ordering. For curbside delivery, the order will be delivered to the first barrier, such as the main door of the residence at street level. If you have chosen indoor delivery, the order will be delivered inside and placed together at the specified location, at the agreed delivery address. If the items are too large to be carried inside, they will be placed outside. Someone over 18 years old must be present to sign for the delivered items.

### **Important to remember:**

- There must be a drivable road to the delivery location so the truck can drive all the way there. If you live at an address without mainland connection, we will deliver to the ferry terminal/quay.
- Any toll fees on private roads will be paid by you as the customer.
- Prepare the delivery location in advance; remove objects that may be in the way and cover the floors. Any return products must be prepared for pick-up from the same location.

Disassemble larger items so they fit out the door and are easy for the driver to take in return.

- If you discover any damage to your property after delivery, this must be reported to IKEA as soon as possible.

Our carrier will offer you the option of contactless delivery. You select this via the SMS message you receive the day before delivery or on the day of delivery. By confirming via SMS, you consent to the goods being left without you being present, and that the goods shall be considered received by you once they have been delivered.

In the case of contactless delivery, the goods are normally delivered to the first obstacle, for example the property boundary or the entrance of an apartment building. You are responsible for ensuring that the location is suitable for delivery. Where a specific location at the delivery address has been specified, we will make reasonable efforts to deliver the goods to that location, where conditions allow.

Please note that the delivery must not obstruct passage or traffic, and that it may be exposed to weather conditions. If the carrier considers the delivery location unsuitable, the delivery will not be carried out. Our drivers do not have access to locked apartment buildings or areas with restricted access. Any unsuccessful delivery will be charged to you; please see the section entitled "Unfulfilled or uncollected orders".

From the time the goods have been placed at the agreed location in accordance with your consent, you are responsible for the goods. If the goods are damaged or lost thereafter, IKEA will generally not be liable for the loss, provided that the delivery has been carried out as agreed.

The driver will take a photograph showing where the goods have been placed, and you will be notified when the delivery has been completed. Please note that this service is optional and IKEA will therefore not refund the delivery charge paid for the delivery where the delivery has been carried out in accordance with the agreement. Your right to make a complaint regarding any defects in the goods is not affected by your choice of delivery method.

#### External Pick-Up Points (Our Service Partners)

Your items will be prepared for you and must be collected at the date and within the time window you selected when placing the order. You will receive a reminder via SMS with the date, time, and address for pick-up. Remember to have your order confirmation ready for presentation. If someone else is picking up the order, the person collecting must bring ID and the order confirmation. You, or the person collecting the items on your behalf, will need to bring the items to the car and load them.

#### Click & collect in-store

Your items can be picked up at the selected store as soon as you receive confirmation via SMS that the order is ready, and at the latest by the end of the pickup date you chose when you placed the order. Bring the order confirmation to have the order handed over to you. You, or the person collecting the items on your behalf, will need to bring the items to the car and load them.

### IKEA locker

You will receive an SMS as soon as your items are ready for pick-up. The order must be picked up by the end of the date you selected when you placed the order. Unlock the locker with the PIN code you received via SMS to open the compartment. Please note that the order may be divided into multiple lockers.

### Click & Collect - near you

The driver will be ready to hand over the items to you from the vehicle at the pick-up location you selected when ordering at an agreed time. You will receive a reminder via SMS with the time and address well in advance of the delivery. Remember to have your order confirmation ready for presentation. If someone else is collecting the order, they must bring ID and the order confirmation. You, or the person collecting the order on your behalf, will need to take the items to the car and load them.

### **Environmental return**

The return service applies to sofas, home appliances, mattresses and beds. Prepare your products for collection. We do not disassemble, so please ensure that all products can be safely and efficiently removed from your home and that they are out the front door. If preparation is not done in advance and the driver has to leave without taking the return with them, you will not be refunded for the service. For a new return collection, you will be billed for a new return collection.

### **Order changes**

It is possible to make changes to your order until we have started picking your items or the order has been sent to production. The delivery date may be postponed when changes are made to the order. Any price difference must be paid to IKEA, and refunds will be made to the same payment method used when ordering. Changing an order may cause the shipping cost to change.

### **Change of delivery or pick-up date**

If you wish to change the delivery or pick-up date, you can do so on [My Page](#). If you do not see the option to change the date, you can contact us for assistance. Orders can be changed up to 2 business days before the delivery/pick-up date. Changes later than 2 business days will incur a fee equivalent to 50% of the transport cost for orders with delivery and NOK 300,- for orders to Bring terminals.

If the new delivery or pick-up time is more than 5 business days after the initial scheduled time, you will be charged storage fees which will be invoiced afterward. The cost of storage is 150,- per business day.

### **Cancellation**

You can cancel your order yourself on [My Page](#) or contact us for assistance.

The order can be cancelled free of charge as long as we have not started picking your goods or the order has not been sent to production.

If you cancel after the order has been picked or production has started, we will charge a cancellation fee calculated at 50% of the transport cost listed in your order confirmation. For custom-made worktop and wall panels, 50% of the product price will be refunded.

#### Click & Collect in-store or from an IKEA locker

A Click & Collect order can be cancelled before pick-up at the store. Please note that if we have started picking your order, you will be charged for the picking service.

#### **Unfulfilled or uncollected orders**

Ordered items that we are unable to deliver or that are not collected are considered a cancellation. The items will be sent back to our warehouse. We do this after five business days from the agreed delivery/pick-up date if we do not hear from you. We will then charge a cancellation fee to cover the return cost, which is equivalent to the shipping fee you paid when ordering.

#### Delivery and Click & Collect near you

If you are not at home/present at the pickup location to receive the items as agreed, you will have to pay for a new delivery of your items. The price is calculated as 50% of the shipping cost you paid on the original order. This is specified in the order confirmation.

If the new delivery or pick-up time is more than 5 business days after the originally scheduled time, you will be charged a storage fee, which will be invoiced later. The cost of the storage fee is 150,- per business day.

#### External Pick-Up Points (Our Service Partners)

If you do not pick up the order as agreed, you will have to pay for a new pick-up time. The price for this is 300,-.

If the new delivery or pick-up time is more than 5 business days after the initial scheduled time, you will be charged storage fees which will be invoiced afterward. The cost of storage is 150,- per business day.

#### Parcel pick-up and parcel home delivery

Parcels and orders with home delivery by Posten are returned according to Posten's terms. If the order is not picked up, a fee equivalent to the shipping cost will be deducted from the refund.

#### Click & Collect in-store/from a locker

If you do not pick up a Click & Collect order by the selected pick-up date, we consider this a cancellation of the order. The fee you paid for picking the goods will not be refunded.

#### **Inspection of goods upon delivery**

Please contact IKEA if you discover any deficiencies or damages when your goods are delivered. If you have received an SMS with the option to report discrepancies, we ask that you use it. IKEA will then contact you for a solution. The driver should also be informed of the discrepancy so that it is noted on the delivery note when you sign.

#### **Assembly**

Separate terms apply for assembly. Read them [here](#).

## **Exchange and return policy**

With us, you have unlimited exchange and return rights on all unused IKEA products that are still in our assortment. Products that are no longer in the assortment can be returned within one year of purchase. Products purchased in the Second-hand Shop must have a receipt or price tag in order to be returned. We cannot refund or exchange items if they have been altered from their original condition at the time of purchase, or if they are dirty, stained, or damaged.

Please bring your proof of purchase when returning unused items. If you cannot find your receipt, IKEA Family members have all their receipts stored digitally in their profile. We can also help you locate your receipt or order.

When you return an unused product together with your proof of purchase, you will receive a refund of the product price. Exceptions apply to assembled products and made-to-measure countertops and wall panels, where you will receive a 50% refund of the product price.

Refunds will be issued using the same payment method used for the purchase. Please bring the card used at the time of purchase when making a return.

For returns without proof of purchase, you will receive store credit equal to the current selling price of the product, and we may request valid identification to process the return. We reserve the right to refuse returns without proof of purchase or in cases of suspected abuse of the return policy. We will register necessary personal data to prevent misuse of the return policy, in accordance with our privacy policy. Products purchased outside Norway will only be refunded as store credit, and you will be reimbursed the amount paid according to the applicable exchange rate.

## **Return options**

If you wish to return goods by parcel, create your return on [My Page](#). We can also collect larger items from you, the return by truck will be equivalent to the transport price for [indoor delivery](#) without IKEA Family membership to the zone where your postal code is located. Please contact us to arrange this. We will refund you when we receive your goods. It is not possible to return items at our IKEA Plan & Order points or at Bring terminals.

## **Right of withdrawal**

For online purchases, in addition to our exchange and return policy, you as a customer have the right to cancel your purchase according to the provisions of the Right of Withdrawal Act. Custom-made products are exempt from the right of withdrawal.

The right of withdrawal means that you can cancel your purchase with IKEA within 14 days of receiving the last item in your order, without giving any reason.

If the items have already been received or are on their way to you, you must pay the return cost yourself. When using the right of withdrawal for parts of the order, we will refund the shipping cost for the items you return, but you must pay the return costs if the items have been received and are to be sent back or are on their way to you. If you prefer to return the items yourself to one of our stores, there are no return costs.

If you exercise the right of withdrawal, we will refund both the delivery cost and the value of the items in the order, minus any return costs for IKEA, to your account. The refund will be processed once we have received your returned items and will be made using the same payment method as the original purchase.

You can create a return yourself on [My Page](#), visit a store, fill out the withdrawal form included in this document, or contact us for assistance.

## Complaints

If you discover defects or issues with goods purchased from IKEA, please contact us so we can help you find a solution. IKEA handles all inquiries according to Norwegian legislation as well as IKEA's guidelines and extended guarantees. Please note that for commercial purchases, the complaint period for appliances is 6 months. To assist you faster, it is important that you have your purchase documentation and the product name/article number available when contacting IKEA. Please be aware that IKEA cannot take responsibility for incorrect orders resulting from incorrect measurements provided by you in the original order.

## Privacy

We know how important it is for you to understand how we use your data. Our privacy policy explains how and why we collect, store, process, and share your personal information. You can find IKEA's privacy statement [here](#).

## Additional Complaint Options

At IKEA, we greatly appreciate feedback from our customers, as it helps us continually improve the shopping experience. If you are dissatisfied and wish to file a complaint, please contact [customer service](#), and we will do our best to find a good solution for you.

If you are not satisfied with our handling of the case and want an independent party to review it, you can forward the complaint to the Norwegian Consumer Authority. Visit [www.forbrukertilsynet.no](http://www.forbrukertilsynet.no) to submit the complaint or send mail to:

Forbrukertilsynet  
Postboks 2862 Kjørbekk  
3702 Skien

You can also file a complaint on the European Commission's portal at:  
<https://ec.europa.eu/consumers/odr/>.



IKEA AS

NO914787521MVA Company register  
Address: Billingstadsletta 18, 1375 Billingstad  
Contact us: [IKEA.no/kontaktoss](http://IKEA.no/kontaktoss)  
Email: [customer.support.no@ikea.com](mailto:customer.support.no@ikea.com)  
Phone: 64 00 12 73

## Right of Withdrawal Form

There are several ways to contact IKEA if you would like to exercise your right of withdrawal:

|                                                                                                        |                                                                                                                       |                                                                                                                                   |                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>My page</b><br>You can easily cancel the purchase by creating a return on <a href="#">My Page</a> . | <b>In-store</b><br>Return goods at the Returns and Exchanges desk in the store. Remember to bring order confirmation. | <b>By phone or in chat</b><br><a href="#">Contact us</a> and we will help you cancel your order. You will need your order number. | <b>By post</b><br>Fill in the form and send it to IKEA AS, Billingstadsletta 18, 1375 Billingstad. We will contact you to arrange the return and refund. |
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### Contact information

Customer name:

Customer address:

### Product information

Order number:

Leave the form below blank if you are cancelling the entire order.

I am cancelling part of my purchase and am exercising the right of withdrawal on the following products:

| Article number | Article name | Quantity |
|----------------|--------------|----------|
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To improve your shopping experience, we would like information on the reason why you wish to exercise the right of withdrawal. It is voluntary if you want to share this.

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Date:

Customer signature: