



## **IKEA Terms and Conditions**

Updated: 12.06.2025

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, or when you order goods and/or services from 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 search and track your order yourself using our [tracking feature](#). When you place an order, you select the date and time slot for delivery. As the delivery date approaches, you will receive a reminder via SMS or email. If there are any delays in production or shipping and the delivery time is changed, IKEA will contact you. For large orders over 10 cubic meters, the delivery must be divided, and the transport costs will be calculated per delivery. Minimum order amounts will be calculated based on prices before any price adjustments (discounts, vouchers or IKEA Family prices).

**Minimum order amount for delivery services:**

As of June 4, 2025, a minimum order amount of NOK 150 is required for our delivery services to be applicable. For orders that do not meet the minimum amount, our delivery services will not be available.

This does not apply to the following services:

- Click & Collect at IKEA store
- IKEA Locker
- Click & Collect near you – if the order weighs less than 33 kg

Minimum order amounts are calculated before any volume discounts, bundle offers and coupons (including IKEA FAMILY member discounts), and before any service prices, delivery charges and/or taxes. Prices before any adjustments due to "New Lower Price", "Last Chance" and limited time offers related to IKEA FAMILY membership are considered the final price.

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

The order must have a total value of at least 150 NOK for the service to be available. Minimum order amounts will be calculated based on prices before any price adjustments (discounts, vouchers or IKEA Family prices). 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. Note that the order may be divided into multiple deliveries. This will be indicated in your order confirmation.

**Parcel home delivery**

The order must have a total value of at least 150 NOK for the service to be available. We keep you updated along the way and send you an SMS before dispatch. You can choose contactless delivery via the tracking link we send you in the SMS if you are not at home to receive the goods. Posten will then leave the items in a safe place of your choice. If you have not opted for this, and you are not at home to receive the parcel, it will be returned to the nearest delivery point. You will receive a new SMS as soon as the parcel is ready for pick-up.

**Home delivery (for 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.
- Prepare the delivery location by removing objects that may be in the way and covering the floor.
- Return products must be prepared for pick-up and will be collected from the same place the order is delivered.
- Any toll fees on private roads will be paid by you as the customer.

#### Bring terminal

Your items will be prepared for you and must be collected 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.

#### Pick-up from an 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.

### **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. See our shipping prices here.

Orders with express delivery unfortunately cannot be changed. If you wish to make changes to your order, you must either cancel the entire order and place a new one or return the items you do not want when you pick up your order.

### **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 canceled 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.

### **Express delivery**

For cancellations of express delivery, a cancellation fee will always apply.

### **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.

#### Bring terminal

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 delivery 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 of 49,- 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. Exceptions to this are returns of assembled goods and custom-made worktops and wall panels, for which you will receive a 50% refund of the product price. Products that are no longer in the assortment can be returned within one year of purchase.

If you return an unused item to us along with your proof of purchase, you will be refunded the product price. You can also return a product without proof of purchase and receive a voucher for the applicable sales price of the product.

If you wish to return goods by parcel, create your return on [My Page](#). We can also collect larger items from you—contact us for this. You cover the return shipping costs, and 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**

When purchasing online, 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. In addition to the right of withdrawal, we offer unlimited exchange and return rights for unused items that are still in our assortment. Read the terms in the Exchanges and Returns Policy section.

The right of withdrawal means that you can cancel your purchase with IKEA within 14 days without giving any reason. The withdrawal period starts from the day you receive the last item in your order. If you exercise the right of withdrawal, we will refund both the shipping cost for the shipment and the value of the items in the order. 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 the return exceeds the size and weight for postal package returns, the return by truck will be equivalent to the transport price for [indoor delivery](#) for the zone where your postal code is located. If you prefer to return the items yourself to one of our stores, there are no return costs. Any items to be returned must be sent within 14 days from the date you notified us of exercising the right of withdrawal. Once we have received your items in return, we will transfer your money minus any return costs for IKEA to your account, or in the same payment method used when ordering.

If you wish to exercise the right of withdrawal, you must notify us within 14 days from the date you received your items. You can create a return yourself on [My Page](#), visit the store, fill out the right of withdrawal form 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 Council. Visit [www.forbrukerradet.no](http://www.forbrukerradet.no) to submit the complaint or send mail to:

Forbrukerrådet

Fred Olsens gate 1

0152 Oslo

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](https://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 canceling the entire order.

I am canceling 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: