

IKEA Business Network (NZ)

Effective date: 1 September 2025 (v1).

We are excited to have you be part of our New Zealand journey, with the upcoming opening of our first New Zealand store in Sylvia Park, Auckland, some IKEA Business Network benefits will only become available from the opening of our Auckland store.

Part A - General Terms and Conditions

Thank you for signing up to IKEA Business Network (the “**Network**”). Through the Network, you will have access to numerous services and benefits that support your business.

1. **Terms and Conditions:** These Terms and Conditions govern your access to and use of the Network and form a legally binding contract between an individual or a company signed up to be a member of the Network and its registered users (“**Network Members**”, “**you**”, “**your**”) and IKEA New Zealand Limited (NZBN 9429047515468) (“**IKEA**”, “**we**”, “**us**”).
2. **Products and Services:** While we will always do our best to support your needs, we do not warrant the products or services you purchased from IKEA are suitable, appropriate or legal to use for your business. Not all IKEA products on offer to the Network Members have been approved for commercial use. If you have any questions about commercial use of IKEA products, please contact IKEA New Zealand customer service online or by phone on +64 9 802 4864 for more information.

All purchases are subject to the IKEA Returns and Exchanges Policy which can be viewed on our website from the opening of our Auckland store.

3. **Eligibility:** To sign up to be a Network Member, you must:
 - (a) be aged 18 years or over;
 - (b) have a current New Zealand address;
 - (c) have a valid New Zealand Business Number (NZBN) for your business; and
 - (d) have a verifiable email address for the Network.

The Network enables you to purchase products and services for business purposes and to access and use a number of features, services and benefits intended for Network Members.

4. **Digital Network Card:** As we strive to be environmentally conscious, we only issue digital cards (**Network digital card**).
5. **Present your Network Details:** In order to connect your purchases to the Network, you must identify yourself. For purchases online, please insert your Network membership number in the requested field. For purchases in store, please scan your Network digital card at the check-out. It is important that you remember this because for technical reasons, we cannot make any retroactive registrations of purchases.

6. **Member Information:** Network Member must provide accurate, current and complete information, including its business or company name, verifiable email address and contact details. By accepting these terms, Network Member undertakes to keep all its details current and up to date.
7. **Users:** Network Member can choose to have several users and administrators connected to the Network. All administrators have full administrative rights to the Network including the possibility to invite other users to access the Network and delete such users if and when needed. The Network Member is responsible for ensuring that all of its users comply with these terms and conditions.
8. **Authority:** By registering, you represent that the individual submitting the registration has the authority to bind you. You also represent that the Network Member has all requisite rights, powers, and authority to enter into and perform its obligations under these Terms and Conditions.
9. **Non-transferable:** The Network is non-transferable and may be used and accessed only by the Network Member (including by its designated users), directly and exclusively for its own business purposes. You acknowledge that the you may not resell, and under no circumstances use the Network for or in connection with reselling, IKEA products or services to third parties.
10. **Personal Information:** Signing up to be a Network Member means that IKEA will store and process personal data of the individuals and users administrating the account on behalf of the Network Member. You hereby confirm that you have and will make any such individuals aware of the content of, and have and will obtain the consent of all individuals and users to, the IKEA Privacy Policy.
11. **Changes and Modifications:** From time to time, IKEA may need to make changes to these Terms and Conditions, for example to reflect operational changes, to vary the benefits available, and for compliance with laws. IKEA will use its reasonable endeavours to notify you of changes to these Terms and Conditions in advance of the changes taking effect in the following manner:
 - (a) in the case of minor amendments, where new or additional benefits are being added to the Network or where the changes are generally beneficial to you or do not have an adverse impact on you, by notice on the Network web page in advance of the change taking effect;
 - (b) in the case of any more significant new amendments that may impact you, or are a more substantial revision of the Terms and Conditions, by giving you no less than 30 days' notice by email to your email address nominated in your Network membership.

In some cases, we may need to introduce a change more urgently (for example to reflect a change in laws, or for unexpected operational or other reasons beyond our control), in which case we will give you as much notice as reasonably possible in the circumstances.

You have the right to cancel your Network account at any time (see section 17 below).

12. **Acceptable Use:** You may use your Network only for business, commercial and authorised purposes, such as purchases, use of planning tools, and to communicate with IKEA. You

must not misuse or tamper with the features and services that you get access to through the Network (e.g. hack, introduce viruses, trojans, worms, logic bombs or other technologically harmful material, carry out denial of service attacks or any other technologically harmful practice or materials) or otherwise interfere with IKEA's technologies or functionalities.

- 13. Passwords and unauthorised access:** You are responsible for all activities that occur under your Network membership including maintaining the confidentiality of passwords. If you believe that an unauthorised person has access to your password and/or the Network, you must contact us immediately and change any compromised passwords.

Please also remember to log out from your Network after the end of each session. IKEA will not be responsible for any loss or damage arising out of your failure to comply with these Terms and Conditions.

Intellectual Property

- 14. IKEA Ownership of Intellectual Property:** All title, ownership, rights, and intellectual property rights in and to the Network, ikea.co.nz and the IKEA brand shall remain with IKEA or our franchisor, Inter IKEA Systems B.V.
- 15. Use:** The use of the Network does not give you or any users the right to use or reproduce any of our copyrighted material, trademarks, service marks, patents or other proprietary rights or material.
- 16. Relationship with IKEA:** Network Member is not permitted to use its relationship with IKEA for any marketing or financing purposes or as reference in any company presentations or press releases, or in any way utilise (on the Internet or in any other way communicate to the public) any trade name, trademark, service mark, logo or other distinctive brand feature of IKEA, Ingka Group or Inter IKEA Group.

Termination and suspension of the Network

- 17. Cancelling your Network membership:** You may cancel your Network membership at any time by opting to delete your Network membership within the account settings. If you do so, you will no longer be able to benefit from the Network. Any benefits accrued at the date of cancellation will be forfeited and may not be redeemed following cancellation.
- 18. Termination or Suspension of your IKEA Network membership:** We may, in our sole discretion, terminate or suspend your Network by sending notice to your registered email address, or if no email is provided to any other contract information provided, if:
- (a) you have not provided accurate, current, or complete information including a verifiable email address within 30 days of creation of the Network,
 - (b) we see, or have reasons to believe, that your use of the Network is or is likely to be in breach of these Terms and Conditions,
 - (c) we suspect fraud, unauthorised use or abuse of our services, or any other use of the Network that we consider not acceptable to IKEA;
 - (d) you have been inactive for more than 3 years. By inactivity, we mean that you have not interacted with IKEA by e.g. logging in to you Network or opening our emails;

- (e) we see, or we have reasons to believe, that the registered business used to create your IKEA Business Network account or any of its users are:
 - (i) purchasing IKEA products and / or created for the sole or dominant purposes of the commercial on-selling of any IKEA product(s) as part of the ordinary course of that business; or
 - (ii) purchasing IKEA products and / or created with an ordinary activity of that business being the transfer of ownership of purchased IKEA product(s) to another person or entity (irrespective of whether the transfer is for valuable consideration) and including businesses that provide installation services of any IKEA products; or
 - (iii) retaining any discount(s) or incentive(s) offered by IKEA where IKEA have reason to believe that your business is not the ultimate end-user of those purchased IKEA product(s) associated with the discount(s) or incentive(s) provided.
- (f) we become aware of unacceptable conduct and/or communication (whether in-store or within written communication) towards any IKEA co-worker, including (but not limited to) any acts and/or threats of: aggression, violence, harassment, bullying, defamatory statements to IKEA and/or their employees and/or the use of language that would be reasonably deemed to be inappropriate, whether by an owner, employee, contractor, person and/or associate of that business; or
- (g) we have determined reasonably (and at IKEA's sole discretion) that the business entity used to register your account belongs to and/or is associated with any person, business or entity to which a current suspension or ban by IKEA is currently in force.

19. Incidental transfer: Without limiting IKEA's right to terminate or cancel a Network Membership, IKEA does not intend to restrict the incidental transfer of ownership of any preinstalled IKEA products that are part of a transfer of an interest in land, or that are incidental in the performance of a valid building or construction contract.

20. Consequences of termination: Upon termination, all rights and obligations under these Terms and Conditions will automatically terminate except for rights of action occurring prior to termination, payment obligations, and sections relating to intellectual property, termination and suspension of network, and general. For more information about our data retention policy after your Network membership is cancelled, suspended or terminated, see IKEA Privacy Policy.

General

21. Claims: Network Member agrees to defend, indemnify, and hold harmless IKEA from and against all liabilities, damages, losses, and expenses of any kind (including reasonable legal fees and costs) relating to, arising out of, or in any way in connection with any of the following ("**Claim**"):

- (a) Network Member's illegal access to or use of the Network, including information provided in connection therewith;
- (b) Network Member's breach or alleged breach of these Terms and Conditions or applicable law; and
- (c) any misrepresentation made by Network Member.

Network Member will cooperate in good faith and as fully and reasonably as required by us in the defense or settlement of any Claim.

- 22. Liability:** Where the network member is in trade and acquiring IKEA products or services in trade, the Network member and IKEA agree to contract out of the Consumer Guarantees Act 1993 (**CGA**) and agree that it is fair and reasonable to do so. To the extent permitted by applicable legislation and the CGA and Fair Trading Act 1986 (**New Zealand Consumer Law**), IKEA will not be liable to the Network Member for any damages of any kind, including without limitation any indirect, special or consequential damages, arising out of the Network Member's use of, or inability to use, the Network. To the extent the CGA applies, nothing in these terms limits any rights you may have under the New Zealand Consumer Law or other applicable law.
- 23. Applicable law and disputes:** These Terms and Conditions shall be governed by the laws of New Zealand, without regards to any rules or principles on conflicts of laws. Any dispute, claim or controversy arising or relating to these Terms and Conditions shall be resolved by the applicable courts in New Zealand.
- 24. Feedback:** In case you have feedback, comments or questions regarding the Network, please contact IKEA New Zealand customer service [online](#) or by phone on: +64 9 802 4864.

Part B - IKEA Business Network Benefits

Network Members may be eligible to have access to the following benefits offered by IKEA. These benefits may change over time and IKEA reserves the right to add or remove any benefit.

Benefit	How to use your benefit	Terms and Conditions
IKEA Family Member discounts and offers	Scan your IKEA Network digital card or enter your Network Members details to access special pricing	<ol style="list-style-type: none"> Benefit: Network members can access IKEA Family Member discounts and offers. Effective date: Available on and from the date on which the physical IKEA retail store in Sylvia Park, Auckland opens. Additional terms and conditions: There may be specific terms and conditions applicable to IKEA Family Member discounts and offers. For more information, please check our website and terms and conditions displayed in store.
My IKEA Business Network Page	Available through your Network membership	<ol style="list-style-type: none"> Benefit: A dashboard of all information related to your Network Account including your purchase history. Effective date: Available on and from the date on which the physical IKEA retail store in Sylvia Park, Auckland opens. Must provide Network details: Please note we can only store digital receipts and capture transaction history of purchases in-store or online (excluding purchases made with a third party supplier via IKEA) where you have presented your Network Member details, or were logged in to your Network Account at the time of purchase. Cancellation and deletion of Network Membership: In the event that your IKEA Network Membership is cancelled or deleted, your digital receipts and records from your past purchases will be deleted. System failure: IKEA reserves the right to withdraw or terminate this feature, including if there is a system failure or technical issues affecting the traceability of the digital receipt or record. Retain proof of purchase for warranty or change of mind: You remain responsible for maintaining adequate proof of purchase for all warranty and change of mind purposes at all times.
Save on Services	Scan your Network digital card or enter your Network Members details to	<ol style="list-style-type: none"> Benefit: Network Members may benefit from discounts on specific IKEA services as notified, displayed or published from time to time.

Benefit	How to use your benefit	Terms and Conditions
	access special pricing	<ol style="list-style-type: none"> Effective date: Available on and from the date on which the physical IKEA retail store in Sylvia Park, Auckland opens. Information: Information about our current benefits including offers, discounts, and services can be found on the website from the date on which the physical IKEA retail store in Sylvia Park, Auckland opens. Varying Discounts and Promotional times: Offered discounts will vary from time to time and be offered for specific promotional periods while stocks last.
Learn with IKEA Business Network	Scan your Network digital card or enter your Network Members details to register and access exclusive workshops and events	<ol style="list-style-type: none"> Benefit: Access to educational content through training modules and newsletters on topics such as people development, business development and space creation as well as access to a range of networking and events. Effective date: Available on and from the date on which the physical IKEA retail store in Sylvia Park, Auckland opens. No Reproduction: Network Members are prohibited from downloading, copying, recording, sharing, distributing or otherwise making available any of the content to any third party. Check-in: During our events, we check-in attendees. Please make sure you have your Network details or Network digital card with you at all times. Availability: Availability of spots may vary. Cancellation: We reserve the right to cancel or postpone any workshops or events. Additional terms and conditions: There may be specific terms and conditions applicable to a different workshop or event. For more information, please check our website regularly.
First to know	Opt in to receiving personalised communication via email	<ol style="list-style-type: none"> Benefit: Be the first to know about exclusive members offers, upcoming events, business solutions and sneak peeks at new products and ideas. Effective date: Available on and from the date on which the physical IKEA retail store in Sylvia Park, Auckland opens. Eligible Members: The benefit is only available to Network Members who have opted into receiving

Benefit	How to use your benefit	Terms and Conditions
		personalised communications via email.
Assisted shopping	Provide your Network digital card or your Network Membership details to IKEA New Zealand customer service	<ol style="list-style-type: none">1. Benefit: Discuss your ideas and share your shopping list with our specialists, who will assist you with your shopping with IKEA for your business needs.2. Effective date: Available on and from the date on which the physical IKEA retail store in Sylvia Park, Auckland opens.3. Limitations: Subject to availability.4. Additional terms and conditions: For terms and conditions and more information, please check our website.