

Order confirmation – what happens next

After you place your order and we've processed your payment, we'll send you an email to confirm that we have received your order and payment successfully.

This confirmation email will be the first communication we issue regarding fulfilment of your order.

When your order is accepted

Your order becomes final when we have prepared your product(s) for delivery. A dispatch email will be sent to your email address associated with the order. Please note that if we do not issue you with this dispatch email that any status(es) that may appear against your order is still subject to fulfilment.

We endeavour to fulfil your order within the first available time slot, but please note that this is a guideline and in certain circumstances we may not be able to complete your order within this timeframe.

Please note that any return and exchange policies involving a timeframe will not be affected by any delays to the shipment of your order (in accordance with our policies, we take the delivery date to your address as the applicable '*first day*' for any policy).

If we need to decline or cancel your order

Sometimes things don't go as planned, and we may need to decline or cancel an order.

This can happen for a number of reasons, such as:

- Product availability or stock issues
- Incorrect pricing, images, or product details
- Errors in your order information
- Payment or delivery issues
- Fraud prevention
- Product recalls or customisation issues
- Technical issues
- Excessive returns or chargebacks
- Minimum order requirements not met

If we do need to cancel your order, we'll let you know by email. In the event where we cancel your order for the reasons above (and except for fraud prevention) you'll be able to choose between a full refund or a store credit – whichever works best for you.

If you need to cancel your order

Please refer to the IKEA NZ [Returns, Exchange and Cancellation Policy](#) regarding terms that are applicable to the cancellation of your order (either before or after dispatch by IKEA NZ).