

IKEA As-Is Online

Effective Date: 4th December 2025 (v1)

Terms & Conditions

These terms and conditions (**Terms**) govern the As-Is online service IKEA New Zealand Limited (**IKEA, we or us**) provide to you (**Customer, you and your**).

What is As-is Online?

At IKEA we believe our products deserve a second chance at life. As such, we have created an As-is online platform to allow you to browse and, if you are an IKEA Family Member, reserve these products without being in the IKEA Sylvia Park store, before coming into store to complete your purchase.

You can help to give these items a second chance and a second home.

You will have the ability to browse IKEA products that have been posted online by IKEA Sylvia Park and if you are an IKEA Family Member you can reserve products you want. After your reservation has been confirmed, you will need to go into IKEA Sylvia Park to assess the product reserved before completing the purchase in the IKEA Sylvia Park store (**As-Is Online Service**).

1. **Products:** The IKEA products available through the As-Is Online Service may have come to us in several ways, including as:
 - (a) discontinued products that are in perfect condition but are no longer being sold in store;
 - (b) preloved products from our Furniture Buy-Back & Resell Service; or
 - (c) display products from our Showroom that have been used to inspire you.

Some products may have cosmetic imperfections or are already assembled. The condition of these products will vary from their original condition. You will receive products subject to any defects which have been drawn to your attention online (including through photos and comments) and in-store.

Once you have reserved your product(s), you will be required to pay for the product(s) at IKEA Sylvia Park at the time of collection.

2. How does it work?

- Go to As-is online on the IKEA website;
- Choose a product. You can review photos and comments to help check the condition of the product.
- Click the RESERVE button. Log in using your IKEA Family username.
- You'll have 48 hours to collect the reserved product, this will reserve the product for you at IKEA Sylvia Park.
- Go to IKEA Sylvia Park and make your way to the As-is area, which is located near the checkouts to collect your product during the collection window between 10am and 6pm.

- Provide your reservation details, including a copy of your order confirmation email, to the As-Is team and assess the condition of the product before taking. There is no obligation to purchase a reserved product.
 - If someone is collecting your order on your behalf, that person will only be able to purchase the reserved products if they have the original e-mail confirmation.
 - Pay at the checkouts and enjoy giving your product a new home. The price posted for the product is the price of the product when purchased in store.
 - Purchases are subject to our Return, Exchange, Refund, and Cancellation Policy.
3. **Our liability:** As a consumer you have certain rights and remedies at law, including pursuant to the Consumer Guarantees Act 1993 and Fair Trading Act 1986 (**Consumer Law**) that cannot be excluded or restricted. Nothing in these Terms restricts or modifies your rights pursuant to Consumer Law. Under the Consumer Guarantees Act 1993, goods (including those in our As-Is section) and services come with certain guarantees, these include:
- (a) in relation to goods:
 - (i) they are of acceptable quality;
 - (ii) they are fit for any particular purpose which we represent to you;
 - (iii) they match their description, and any sample or demonstration models you have viewed;
 - (iv) we have the right to sell the IKEA Product(s) to you, and once supplied you will have title and undisturbed possession of the IKEA Product(s), free from undisclosed securities;
 - (v) we will take reasonable action to ensure that facilities for repair of the IKEA Products and supply of parts for the IKEA Products are reasonably available for a reasonable period after the IKEA Products are supplied; and
 - (b) in relation to services:
 - (i) they will be provided with due care and skill;
 - (ii) they will be fit for a particular purpose; and
 - (iii) they will be provided within an agreed time period or within a reasonable time.

A failure of a good or service to comply with a guarantee under the Consumer Guarantees Act 1993 entitles a consumer to remedies which may include a refund, replacement, resupply, or damages for reasonably foreseeable loss, depending on the nature of the non-compliance, and whether any associated failure is minor, capable of being fixed, or of a substantial character.

Outside the rights you may have under Consumer Law, or any additional express guarantees that IKEA may provide in writing from time to time, IKEA will not be liable

to you for any other loss or damages of any kind, including without limitation for any indirect, special or consequential damages.

4. **Privacy:** We will need to collect personal information from you in order to arrange for the provision of As-Is Online Services to you. By agreeing to these Terms, you agree to IKEA will storing, processing and using your personal data in accordance with the [IKEA Privacy Policy](#). You have the right to access and correct your personal information in accordance with the Privacy Act 2020, to make such a request, please contact the IKEA New Zealand Privacy Officer at data.privacy.nz@ingka.ikea.com and refer to our Privacy Policy for further details.
5. **Changes to these Terms:** From time to time, IKEA may need to make changes to these Terms, for example to reflect operational changes or for compliance with laws. IKEA will post updates to these terms on its [website](#). IKEA may also withdraw from providing the AS-Is Online Service at any time. If any such change will impact a specific As-Is Online Service or reservation of a product, we will notify you. Any use of As-Is Online Services after the modified Terms have taken effect shall be deemed to be your acceptance of the modified Terms.
6. **Contacting us:** In case you have feedback, comments or questions regarding the As-Is Online Services, please contact IKEA Customer Support Centre [online](#) or by phone on +64 9 802 4864.
7. **Governing law and disputes:** These Terms are governed by the law of New Zealand. IKEA encourages complaints and any disputes to be addressed through the IKEA Customer Support Centre. In the case of any dispute that cannot be resolved by the IKEA Customer Support Centre, each party submits to the non-exclusive jurisdiction of the courts of New Zealand.