

# IKEA New Zealand - Return, Exchanges and Cancellation policy

Effective date: 9 April 2026 (v2)

## Terms and Conditions

**Terms and Conditions:** These terms and conditions (**Terms**) form a legally binding contract between you, (**Customer, you, your**), and IKEA New Zealand Limited (**IKEA, we, us and our**), and govern the terms on which we offer our change of mind policy for unopened products (**Change of Mind**) and our test and try policy (**Test & Try**).

The rights we grant to you under these terms are in addition to and separate from any rights you may have at law, including under the Consumer Guarantees Act 1993 and Fair Trading Act 1986 (**Consumer Law**), and any limitations to your rights under these terms do not impact or in any way restrict the rights you have under Consumer Law.

Subject to the terms and conditions set out in this policy, including the limitations and exclusions, you may in certain circumstances be able to return certain unused and unopened product(s) in resaleable condition within 365 days of purchase, with your proof of purchase.

These Terms are only applicable to purchases made **on or after 9 April 2026**. Any purchases completed prior to this date will be governed by the previous version of these Terms.

### Consumer Law

1. **Consumer Law:** As a consumer you have certain rights and remedies under the 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 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.

If you feel any of our products or services have not met the requirements under Consumer Law, please contact our Customer Service on +64 9 802 4864.

Outside the rights you may have under Consumer Law, or any additional express guarantees that IKEA may provide in writing from time to time, including our Change of Mind policy referred to in these Terms, 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.

### **365-day Change of Mind Returns (unopened products)**

2. **Change of Mind:** Separate from the rights you have under Consumer Law, IKEA provides you the ability to return certain products if you decide you do not want the product and all of the following conditions are met:
- a) you return the product in store within 365 days of purchase;
  - b) the product is unopened and unused;
  - c) the product has not been assembled;
  - d) the original packaging is sealed, untampered and unbroken (for example, tape or shrink-wrap not removed);
  - e) the packaging and product show no obvious damage; and
  - f) you provide proof of purchase (for example, receipt, tax invoice, order confirmation or bank/credit card statement).

The '365-day' period commences from:

- Where delivery was not purchased: 365 days from the date of purchase
- Where delivery was purchased: 365 days from the date that has been recorded as the successful delivery date to the address per your order.

3. **Limitations and exclusions:** In certain circumstances, we may not be able to accept returns for Change of Mind, including where:
- a) you damage the product while it is in your possession;
  - b) you do not have proof of purchase;
  - c) the product is a mattress;
  - d) the product is custom-made (including custom made work tops), as set out below in greater detail at clause 28;
  - e) the product(s) are not returned in a resaleable condition; or
  - f) the product is a food or drink, perishable, a gift card, or purchased from our in-store Swedish Restaurants, Swedish Café or Swedish Bistro.

*Resaleable condition* in this clause means that the product(s) could be reasonably resold to another member of the general public as a new, unused IKEA product.

4. **As-is products:** For As-is products, change-of-mind returns are only accepted where the product is returned in the same condition as when sold to you.
5. **Products sold without packaging:** Where a product is sold without packaging (for example, some soft toys or display-style items):
- a) the product must be in new, unused condition; and
  - b) any tags or labels originally attached to the product must still be attached and in good condition.
6. **Live Plants:** Live Plants must be in resaleable condition and must not show any signs of withering. The original tag must still be intact.
7. **Swedish Food Market product(s):** In addition to the terms and conditions above, to be eligible for a Change of Mind return, all products sold via the Swedish Food Market must be:
- a) in sealed, unopened and resaleable (in IKEAs sole discretion) condition; and
  - b) before any use-by or best-before date.

Food and drink purchased from the Swedish Restaurant, Café or Bistro are not eligible for change-of-mind return.

We reserve the right to refuse refund or not to refund you the full price of the product(s) if the Change of Mind return criteria are not fully met.

8. **Refund amount and method:** Subject to this Policy, for accepted change of mind returns we will refund to your original payment method, or otherwise to an IKEA Refund Card.

For any credit card payments, the original credit card used to make the purchase must be presented (with matching card details as per the original purchase receipt) for IKEA to process the refund back onto the card.

The refund will not include any delivery charges (for any online orders or orders where delivery was purchased).

Should you contact IKEA by phone to arrange payment of your refund then we may need to verify your identity prior to providing a refund under these terms. If you cannot satisfy us regarding your identity, IKEA may repeat the verification process or to ask you to arrange payment of the refund in store.

### **60-day “Test & Try” Returns (selected products only)**

9. IKEA offers a “Test & Try” return option for selected products only. Exclusions apply and not all products are eligible. Products will be assessed first and determined to be in resaleable condition prior to acceptance.

Under this Policy, you may return certain products after an evaluation period, allowing you to assess the product’s nature, characteristics, and functionality within your home environment. This Policy is designed to provide you with confidence in your purchasing decisions by facilitating a practical assessment of product suitability beyond initial inspection.

If you return a product under this *Test & Try* policy and your products are accepted, we will provide the agreed amount onto an IKEA Refund Card (and is subject to our IKEA Cards policy). All returns will be issued on an IKEA Refund Card only (irrespective of the original purchase method).

#### **10. Requirements:** To qualify for a Test & Try return:

- a) you must only use the product(s) in accordance with clause 12 of these Terms, and not use the product(s) for any of the unacceptable uses identified in clause 13 of these Terms;
- b) you must return the product within 60 days of the purchase date (or last delivery date, if delivered in separate shipments);
- c) you must retain all packaging materials, including boxes, bags, inserts and assembly instructions;
- d) you may open and assemble the product at home to try it, but the product must show no damage beyond normal testing and must not be modified or altered (for example, no cutting, drilling, or re-upholstery);
- e) you must provide proof of purchase;
- f) the item must be deemed by IKEA to be in resaleable condition (determination of condition will be at IKEA’s sole discretion and the decision by IKEA will be final).
- g) The item must not be expressly excluded at clause 11 below.

*Resaleable condition* in this clause means:

- For products sold with packaging: All original packaging, components, accessories, tags and instruction manuals must be returned with the product to facilitate resale. Minor tears or damage to packaging that are consistent with carefully opening the product for evaluation, and do not prevent its effective re-packaging or identification, are generally acceptable, provided all parts of the packaging are present.
- For products sold without packaging, the assessment will focus on the product's condition and evidence of use for evaluation.

The '60-day' period commences from:

- Where delivery was not purchased: 60 days from the date of purchase.
- Where delivery was purchased: 60 days from the date that has been recorded as the successful delivery date to the address per your order.

11. **Exclusions from 'Test and Try' Policy:** The following products are excluded from the Test and Try policy:

- a) Sleepwear (including, but not limited to: Mattresses, Mattress protectors, pillows);
- b) Bathwares (including, but not limited to: towels, washcloths, and toilet brushes);
- c) Children's Toys;
- d) Cooking and eating ware (including, but not limited to: Chopping boards; Food storage jars and waste bins);
- e) Live Plants;
- f) Complex purchases such as kitchens and wardrobes that involve detailed planning, appointments with IKEA, and/or third-party services (e.g., in-home measuring)
- g) items that are deemed by IKEA to not be in a *resaleable condition*.

12. **Acceptable 'Test and Try' Use:** Acceptable use under this 60 day 'Test and Try' Policy is limited to actions necessary to evaluate the IKEA product's suitability, similar to how a consumer might inspect a product in a showroom but within a home setting. By way of example only, the following are considered to be acceptable by IKEA:

- a) Temporarily placing furniture in its intended location to assess size and fit.
- b) Sitting on a sofa or chair for a brief period to assess comfort.
- c) Operating mechanisms (e.g., drawers, recliners) to assess functionality.
- d) Examining materials and finishes.

13. **Unacceptable Use:** The following are considered by IKEA to not fall within the scope of this Policy (and therefore do not meet the requirements of resaleable condition):

- a) The appearance of any scratches, dents, breakages, or any other damage to parts during assembly or use.
- b) Sleeping on a sofa, daybed, or any other furniture overnight.

- c) Using a table or desk for extended periods of meals, work, or other daily activities over days or weeks.
  - d) Leaving stains, marks, pet hair, odours, or any other signs of prolonged or unsuitable use on soft furnishings (e.g., sofas, rugs), and similar products.
  - e) Disposing of original packaging required for the product's resale.
  - f) Modifying the product in any way (including, but not limited to: drilling holes, cutting, painting, or gluing).
  - g) Using products outdoors that are explicitly designed for indoor use only.
14. **Reduction or refusal of return:** IKEA may refuse a *Test & Try* return, or reduce the amount given in value (in its full discretion) where eligibility criteria (as per clause 13 above) is not to IKEA's satisfaction upon assessment. Any decision made by IKEA regarding the product assessment will be **final**. Any reductions applied will be proportionate to the reduction in the resale value of the product.
15. **Delivery charges are not credited:** Delivery charges imposed (for any online orders and/or orders where delivery was purchased) will not be credited towards your IKEA Refund card value under this '*Test and Try*' return policy.

## Mattresses

16. **Exchange of mattresses:** These terms and conditions apply to all new mattresses. Please note that they do not affect your rights under Consumer Law.

It is important to us that you love your new mattress. If after a while you discover that it is too firm, too soft or too something else, we may allow you to exchange it for another – we call this policy our "*Love it or exchange it*" policy

Please note that initially your new mattress can seem a bit too firm. Allow at least one month for your body to get used to the mattress and for the mattress to get used to your body. To get the best comfort you also need the right pillow. Make sure you have a pillow that suits you and your new mattress.

For the purposes of interpreting this policy, a reference to *mattress* includes mattress pads.

17. **Exchange once within 365 days:** Where this Policy applies, you may:
- a) exchange your mattress once within 365 days from the date of purchase (provided it is not dirty, marked or damaged); and
  - b) pay the price difference (if any).

Delivery costs for the item to be returned to IKEA (if any) and Delivery costs of your new mattress (if any) are imposed separately and are not part of the free exchange policy.

The '365-day' period commences from:

- Where delivery was not purchased: 365 days from the date of purchase
- Where delivery was purchased: 365 days from the date that has been recorded as the successful delivery date to the address per your order.

This policy is only available to be exercised once **per original transaction**. We do not accept further exchanges once you have already exercised this policy and have subsequently changed your mind again with the newly exchanged mattress.

18. **Price difference:** If you would like to exchange your mattress for one of higher value, you will need to pay the difference between the original purchase price and the price of the replacement chosen. If the replacement mattress is lower in price, we will credit the difference to an IKEA Refund card.
19. **Exclusions – Policy applies to Mattress only:** This policy only applies to Mattresses and does not include any other IKEA products that compliments the mattress, including (but not limited to) any bed frames or bed slats.

### Change of Mind return options

20. **Return options:** IKEA offers the following return options for your convenience:
- a) You can bring the product(s) you want to return to IKEA Sylvia Park, alongside the original proof of purchase.
  - b) IKEA may in certain circumstances (subject to the collection conditions set out below) collect product(s) you wish to return. Collection will only be offered in areas where delivery is able to be made under the Delivery Terms. A collection fee for the cost of returning the product(s) will apply for change of mind returns, and will be consistent with a corresponding delivery cost under the Delivery Terms. To arrange a collection, please contact the IKEA Customer Support Centre for assistance. For our representative(s) to be able to collect the IKEA product(s), you must show our representative(s) your order number and proof of purchase. The fee for this will be \$59 NZD and will be deducted from your final refund amount.
21. **Collection Conditions:** Please provide IKEA with as much detail as possible regarding the condition of the collection location, including which floor in which the product(s) are to be collected from, and whether the doors are narrow or wide. Please also ensure that there is suitable access to the chosen collection location.

If our representative(s) considers that collection is likely to cause any damage (to the product(s), property, or otherwise), they will inform you. If you still want our representative to collect the product(s) anyway, we will not be liable for any damage

caused provided that reasonable care is taken by our representative in collecting the product(s).

A collection document provided by the representative must be signed by you to confirm that the collection has taken place. If you are not personally available to attend and accept collection of the product(s), you may appoint an adult representative to do so on your behalf.

**22. Additional terms for 'Test and Try' Collections:**

For all 'Test and Try' returns, in addition to the above terms at clause 19:

- a) the product(s) must be disassembled without any damage from disassembly; and
- b) the product(s) must be reasonably placed back in the original packaging (to the best of your ability).

**23. Refund processing time:** We will withhold any refund until we have received the product(s) or received evidence that you have returned the product(s) to us. If we have agreed to collect the product(s), it may take up to 14 days from the date of collection to process your refund.

**Cancellation of order**

**24. When you can cancel your order:** When you place an order with IKEA via the IKEA website, IKEA App or over the phone, you can contact IKEA and cancel your order:

- a) if you have arranged for a click and collect service, at any time before collection; and
- b) if you have arranged for delivery of the product(s), at any time before the product(s) are dispatched to you.

Please note that we are unable to cancel an order after the product(s) are dispatched to you. You may still be able to return the products under our change of mind policy.

**25. Cancellation process:** If you contact IKEA online, please include your order number in your message, and clearly specify which product(s) in your order you wish to cancel. Once cancellation is processed, we will confirm our receipt of your cancellation by email. If you contact IKEA by phone, please have your order acknowledgement email at hand and be ready to quote your order number and to specify which product(s) in your order you wish to cancel.

### **Cancellation of services**

26. **Services:** Subject to the terms and conditions set out in this policy, you may not cancel any services ordered by you that have been rendered. Please check the terms and conditions of the services for details on cancellation of the specific service. If required, please contact IKEA for assistance.

### **Cancellation of custom-made bench top order**

27. **No effect of statutory rights:** These additional terms apply to Change of Mind returns in relation to custom-made bench tops and do not affect your statutory rights.
28. **Time to request cancellation:** If you order a custom-made work top for your IKEA kitchen, you may cancel the order 24 hours before check and measure and receive a full refund of the fees paid.

If you do not proceed with installation of your custom-made work tops after check and measure but before fabrication begins, you will be entitled to receive a refund of the fees paid minus the fees of check and measure service. No refund of the fees for the check and measure service rendered.

Once fabrication begins, you cannot cancel the order for Change of Mind. There will be no refund of the cost of the custom-made work tops or service fees for Change of Mind unless IKEA agrees otherwise. You will incur the full cost of the production of your ordered custom-made work tops and all services rendered including possible scrapping charges (if you do not wish to take the work top).

### **Collection of Items in store (including NZ Consumer Guarantee assessment)**

29. **Leaving products with us:** If you leave an IKEA product (that has not been accepted by IKEA for return) at IKEA Sylvia Park, we will make the product available for you to collect from IKEA Sylvia Park for a period of 30 days from the date it is left, or such other time we advise you of in writing. You agree that at the end of such period, if the product has not been collected, title to the product will automatically transfer to us and we may deal with the product as we see fit, including to dispose of it or sell it and retain any proceeds of such sale, without any liability to you. Perished items will not be held and may be disposed of if left at IKEA, without liability to you. A failure to collect any click and collect items is dealt with in accordance with our Click and Collect Service Terms.

### **General terms**

30. **Changes to these Terms:** 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.

31. **Privacy:** Customer data and information will be received and processed in accordance with IKEA's 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 [data.privacy.nz@ingka.ikea.com](mailto:data.privacy.nz@ingka.ikea.com) and refer to our Privacy Policy for further details. Our Privacy Policy is available on the following website <https://www.ikea.com/nz/en/customer-service/privacy-policy/>
32. **Contact IKEA:** If you have questions about this Policy, need help with a return, exchange or cancellation, or wish to make a claim for a faulty product under the NZ Consumer Guarantees, please contact IKEA Customer Service by visiting <https://www.ikea.com/nz/en/customer-service/contact-us/>