



# IKEA Family Loyalty Program (NZ)

Effective date: 8 July 2026 (v2)

## Part A - General Terms and Conditions

As an IKEA Family member, you will have access to some exciting benefits and a lot more to help you save money, time and fuss!

### Your IKEA Family Account

- Terms and Conditions:** These terms and conditions form a legally binding contract between you, a customer signed up to an IKEA Family Account (“**Customer**”, “**you**”, “**your**”), and IKEA New Zealand Limited (“**IKEA**”, “**we**”, “**us**” and “**our**”), and govern your access to the IKEA Family Loyalty Program in New Zealand and your IKEA Family Account, use of your IKEA Family digital card; and any benefits made available in the IKEA Family program. You are deemed to accept these Terms and Conditions when you sign up to an IKEA Family Account and by participating in the IKEA Family program.
- Eligibility:** To be eligible to hold an IKEA Family account (“**IKEA Family Account**”), you must:
  - be aged 18 years or over;
  - have a current New Zealand address;
  - have a verifiable mobile number; and
  - have a verifiable email address.

Each email address cannot be associated with more than one IKEA Family Account.

- Updating your details:** As an IKEA Family member, it is your responsibility, and a condition for your membership to provide accurate, current and complete information (including your name, a verifiable email address and mobile number), and undertake to keep IKEA updated of any changes to such information.
- Digital membership card:** As we strive to be environmentally conscious, we only issue digital cards.
- Present your membership details:** Your IKEA Family membership details or IKEA Family digital card must be presented to be eligible for IKEA Family member benefits. We reserve the right to refuse to offer any IKEA Family benefits if you are not able to be identified as an IKEA Family member.
- Access to your IKEA Family Account:** IKEA Family membership is non-transferable and may be used and accessed only by you directly. You acknowledge that you may under no circumstances share your IKEA Family membership with a third party, register multiple IKEA Family memberships or use your IKEA Family membership for reselling IKEA products or services to third parties.
- Personal Information:** We will need to collect personal information from you in order to administer your IKEA Family Account. By creating an IKEA Family Account, you agree to IKEA storing, processing and using your personal data in accordance with the IKEA Privacy Policy. You also consent to IKEA using your personal information to track your engagement and purchasing behaviours with IKEA Family and to assist us to ensure the relevancy of content sent to you.
- Changes and Modifications:** Subject to condition 9 below, IKEA may, in its sole discretion and at any time (acting reasonably):
  - terminate IKEA Family;
  - cancel an IKEA Family Account; or



- (c) cancel an issued or refuse to issue an IKEA Family digital card.
9. **Notice:** From time to time, IKEA will 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 IKEA Family or where the changes are generally beneficial to you or do not have an adverse impact on you, by notice on the IKEA Family 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 IKEA Family Account.

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 IKEA Family members as much notice as reasonably possible in the circumstances.

You have the right to cancel your IKEA Family Account at any time (see condition 13 below).

If you continue to use your IKEA Family Account after the changes to the Terms and Conditions have taken effect, you will be deemed to have accepted the updated Terms and Conditions.

10. **Contacting IKEA Family:** In case you have feedback, comments or questions regarding IKEA Family, your IKEA Family Account or these Terms and Conditions, please contact IKEA New Zealand customer service [online](#) or by phone on: +64 9 802 4864.

#### **Intellectual property**

11. **IKEA ownership of intellectual property:** All title, ownership, rights, and intellectual property rights in and to IKEA Family, IKEA.co.nz and the IKEA brand will remain with IKEA or our franchisor, Inter IKEA Systems B.V.
12. **Use:** You may not use or reproduce any of our copyrighted material, trade marks, service marks, patents or other proprietary rights or material.

#### **Termination and suspension of your IKEA Family membership**

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

15. **Actions upon suspension:** Upon suspension, your IKEA Family Account may be blocked for further usage until you have taken our recommended action to unblock the IKEA Family Account (e.g. to unlock an unverified new IKEA Family Account, you must provide us a verifiable email address and mobile number).
16. **Consequences of termination:** Further, 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 entitled “Intellectual property”, “Your rights” and “Applicable law and disputes”.
17. **Rectifying breaches:** If any benefits granted to a member under these Terms and Conditions are subsequently found to have been issued as a result of or in connection with a breach of these Terms and Conditions or any fraud or unauthorised use of the IKEA Family membership, or due to errors of IKEA, IKEA reserves the right to cancel or reverse any benefit issued to the member.

### General

18. **Your rights:** As a consumer you have certain rights and remedies pursuant to the Consumer Guarantees Act 1993 and Fair Trading Act 1986 (**New Zealand Consumer Law**) that cannot be excluded or restricted. Nothing in these terms restricts or modifies your rights pursuant to New Zealand Consumer law.
19. **Acceptable Use:** You may use your IKEA Family membership only for authorised purposes in accordance with these Terms and Conditions. You must not misuse or tamper with the features and services that you get access to through your IKEA Family membership (e.g. hack, introduce viruses, trojans, worms, logic bombs or other technologically harmful material, or carry out denial of service attacks or any other technologically harmful practice or material) or otherwise misuse or tamper with our technologies or functionalities.
20. **Responsibility for your IKEA Family Account:** You are responsible for all use of your IKEA Family Account. Please keep your account details secure, including maintaining the confidentiality of your password. If you believe that an unauthorised person has access to your password and/or your IKEA Family Account, you must contact the IKEA New Zealand Customer Centre (see condition 10 above) immediately as well as changing any compromised passwords.
21. **Verification:** IKEA reserves the right to verify the validity of any benefits associated with your IKEA Family Account and revoke any benefit that IKEA knows or reasonably suspects has been obtained through tampering or which has otherwise not been issued in accordance with these Terms and Conditions (as determined by IKEA in its sole discretion).
22. **Availability:** All products or services are advertised in good faith to be available at time of the offer. However, unforeseen problems or unexpected demand may occasionally result in certain products or services being unavailable.
23. **IKEA’s right to correction:** While great care has been taken to ensure the accuracy of all prices and descriptions, IKEA reserves the right to correct any errors and adjust prices (including GST, customs duty or other statutory charges that are out of our control).
24. **Returns:** All return of product(s) are subject to IKEA standard returns and exchanges policy and the New Zealand Consumer Law. In the case of any refund, the value of any discount, or benefit received will be deducted from the refund amount (subject to the New Zealand Consumer Law).
25. **Applicable law and disputes:** These Terms and Conditions are governed by the laws of New Zealand, without regard to any rules or principles on conflicts of laws. Any dispute, claim or controversy arising or relating to these Terms and Conditions will be resolved by the applicable courts in New Zealand.



## Part B - Rewards from IKEA Family

26. **Rewards from IKEA Family:** As an IKEA Family member, you may collect “points” on your purchases of eligible IKEA products and food. Points may be collected in store, remote or online (via the IKEA.com.nz website or IKEA App) using your IKEA Family Account by interacting with IKEA in the ways described below.
27. **Eligibility and exclusions:** The rewards from IKEA Family benefit are limited to IKEA Family members with active IKEA Family Account only. Members of the IKEA Business Network or any IKEA Family program operated outside New Zealand may not collect points through those memberships. If you are unable to login to your IKEA Family Account via IKEA.com.nz or the IKEA App, your account may be inactive and you may need to register a new IKEA Family Account to collect points. An IKEA Family Account will become inactive if it has not been used for more than 3 years.
28. **Earn and redeem rewards:** For more information on earning points and redeeming rewards, please see IKEA Family webpage and IKEA Family Reward Collect & Redeem Information Summary, as updated from time to time. IKEA may change existing or introduce new rewards and will use its reasonable endeavours to notify you of material changes to the available rewards in advance of the changes taking effect.
29. **Limits on rewards from interactions with IKEA Family:** Certain interactions may only accrue points once in a specific period, for example, once per week. If this is the case, this will be detailed on the IKEA Family webpage and IKEA Family Collect & Redeem Information Summary. For these interactions, you will only collect points the first time in the relevant period that you have the relevant interaction with IKEA Family.
30. **Events:** Only specified free IKEA Family events will qualify you to receive points. Details of any points available for attending IKEA Family events will be made available when IKEA advertises an IKEA Family event. IKEA Family members that register for, but do not attend an eligible IKEA Family event will not receive points.
31. **Use your IKEA Family digital card or IKEA Family Account details for all purchases and interactions:** Points from IKEA Family will only be credited to your IKEA Family Account when you scan your IKEA Family Account membership (in store) or when you are logged in to your IKEA Family Account (online) at the time of the relevant eligible purchase or interaction. Points cannot be credited retrospectively after the time of the purchase or interaction, even if you have a receipt or other evidence of the purchase or interaction.
32. **Applying reward:** Subject to clause 31, points will be credited to your IKEA Family Account as follows: (a) in the case of the purchase of IKEA products, within 48 hours of the time of purchase; (b) in the case of eligible orders, both in store, remote and online, including transport and assembly services, within 48 hours of the completion of the last service included in the order; (c) in the case of transactions involving multiple eligible purchases consisting of multiple order types (e.g. in-store cash and carry purchase and a purchase including transport and assembly services) the applicable reward may be credited to your IKEA Family Account separately for the various order types within 48 hours of completion of each specific order type; and (d) in the case of any of any other eligible interaction, within 48 hours after the eligible interaction or confirmed attendance at the eligible event or appointment (as applicable).
33. **Points expiration:** You can check your total number of available points at any time by accessing your IKEA Family Account on the IKEA.com.nz website or the IKEA App. Points from IKEA Family will expire 12 months after the date on which they were earned. Points which have not been used before their expiry date will be forfeited.
34. **Unlocking rewards:** Rewards can be redeemed using your available points on your IKEA Family Account via the IKEA.com.nz website or IKEA App. You may redeem a reward by selecting a chosen



reward or benefit and exchanging points for a corresponding voucher, following which a unique voucher (including a code) corresponding to your chosen reward will be issued to you. A copy of the unique code will also be sent to the email address associated with your IKEA Family Account. Your unique code can be accessed on your IKEA Family Account and may be redeemed in store, remote or online in accordance with the terms set out below. Rewards may be redeemed by scanning your IKEA Family membership card or providing your IKEA Family membership details in store, remote or online. Food rewards are subject to availability at the time of redemption and can only be redeemed instore.

35. **Voucher redemption period:** Once you select a reward to redeem, you will be provided with a corresponding voucher. You will have 90 days to use your reward voucher, following which Vouchers will expire at 11:59pm (local Auckland time). Any vouchers which are unused after 90 days will be forfeited and no replacement or refund of reward or an equivalent reward will be offered.
36. **Redemption:** Vouchers cannot be used in conjunction with any other special, discount, promotional offer, or IKEA Family or IKEA Business Network member offer, (**Benefit**) unless otherwise stated in the terms of that other Benefit.
37. **Changes to rewards from IKEA Family:** IKEA reserves the right to: (a) modify in whole or in part, suspend, block or terminate the rewards program at any time, or temporarily suspend the accumulation of points; (b) change the types of interactions which are eligible for earning reward; (c) change the number of points which may be earned in connection with any eligible interaction or purchase; (d) modify the requirements for earning points in connection with eligible interactions; (e) add or remove rewards which may be redeemed with rewards; and (f) change how many points are needed to choose and enjoy rewards.
38. **Returns:** If you return a product which earned points, the number of points earned on that purchase will be deducted from your reward from IKEA Family total on your IKEA Family Account. If the number of points to be deducted is greater than your then current rewards from IKEA Family total, your reward total may show a negative total. In the event that you return a product purchased in whole or part with a voucher redeemed from your points total, you may be entitled to receive a corresponding voucher of value equivalent to the portion of the voucher you redeemed for that product.
39. **No transfer or cash redemption:** Points are not refundable or transferrable and cannot be redeemed for cash. Points can only be used to choose and enjoy rewards available through your IKEA Family Account.

## Part C - Benefits

40. **Benefits:** IKEA Family Members will have access to the following benefits offered by IKEA (subject to change from time to time in accordance with these Terms and Conditions):

Benefit	How to use your benefit	Terms and Conditions
<b>Birthday reward</b>	Redeem a voucher in-store or online	<ol style="list-style-type: none"> <li><b>Reward:</b> Eligible Members will receive a \$10 voucher for use towards a single Redemption Purchase in store or online during the Redemption Period.</li> <li><b>Eligible Members:</b> The Reward is only available to IKEA Family members who opted into receiving personalised</li> </ol>

Benefit	How to use your benefit	Terms and Conditions
		<p>communication via email and received the \$10 voucher via email.</p> <ol style="list-style-type: none"> <li>3. <b>Redemption Period:</b> The Redemption Period is 30 days from the date of receipt of the voucher.</li> <li>4. <b>Redemption Purchase:</b> To use the birthday reward \$10 voucher, there is a minimum spend of \$50 on IKEA home furniture and furnishing products or products from Swedish Restaurant, Swedish Cafe, Bistro or Swedish Food Market in a single transaction, excluding:               <ol style="list-style-type: none"> <li>(a) value redeemed from other IKEA Gift Cards; and</li> <li>(b) purchases of IKEA services (such as picking, delivery, assembly, installation, custom stone, takeback/recycling and planning and interior design services).</li> </ol> </li> <li>5. <b>Only one offer a time:</b> The Reward is not available in conjunction with any other special, discount, promotional offer or IKEA Family or IKEA Business Network member offer unless otherwise stated.</li> <li>6. <b>No transfer or cash redemption:</b> The reward and the voucher are not transferrable and cannot be redeemed for cash.</li> <li>7. <b>Redeem once only:</b> Each voucher can only be redeemed once.</li> </ol>
<b>Member discounts and offers</b>	Scan your IKEA Family digital card or enter your IKEA Family Account details to access special pricing	<ol style="list-style-type: none"> <li>1. <b>Benefit:</b> IKEA Family Members are eligible to exclusive IKEA Family member priced products in store and online.</li> <li>2. <b>Varying products</b> and promotion time: IKEA Family member priced products change regularly and may have different promotion times in store or online.</li> <li>3. <b>Stock limit:</b> The Benefit is only available while stocks last. Please note availability of products may vary in store and online and some products might not be available in store or online.</li> </ol>
<b>Learn with IKEA Family</b>	Scan your IKEA Family digital card or enter your IKEA Family	<ol style="list-style-type: none"> <li>1. <b>Benefit:</b> Access to educational content through training modules and newsletters on topics such as people development,</li> </ol>

Benefit	How to use your benefit	Terms and Conditions
	Account details to register for exclusive workshops and events	<p>business development and space creation as well as access to a range of networking and events.</p> <ol style="list-style-type: none"> <li>2. <b>No Reproduction:</b> IKEA Family Members are prohibited from downloading, copying, recording, sharing, distributing or otherwise making available any of the content to any third party.</li> <li>3. <b>Check-in:</b> During our events, we check-in attendees. Please make sure you have your IKEA Family membership details or IKEA Family digital card with you at all times.</li> <li>4. <b>Availability:</b> Please note availability of spots may vary .</li> <li>5. <b>Cancellation:</b> We reserve the right to cancel or postpone any workshops or events.</li> <li>6. <b>Additional terms and conditions:</b> There may be specific terms and conditions applicable to the different workshop or event. For more information, please check our website regularly.</li> </ol>
<p><b>IKEA Family Membership space</b></p>	Available through your IKEA Family Account	<ol style="list-style-type: none"> <li>1. <b>Benefit:</b> A dashboard of all information related to your IKEA Family Account including digital receipt and records. For your convenience, IKEA stores digital receipts and your transaction history for up to 3 years from the date of your purchase made in store or online using your IKEA Family membership.</li> <li>2. <b>Must provide IKEA Family details:</b> 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 IKEA Family membership details, or were logged in to your IKEA Family Account at the time of purchase.</li> <li>3. <b>Cancellation and deletion of IKEA Family Account:</b> In the event that your IKEA Family membership is cancelled or deleted, your digital receipts and records from your past purchases will be deleted.</li> </ol>

Benefit	How to use your benefit	Terms and Conditions
		<p>4. <b>System failure:</b> IKEA reserves the right to withdraw or terminate this feature if there is a system failure or technical issues affecting the traceability of the digital receipt or record.</p> <p>5. <b>Retain proof of purchase for warranty or change of mind:</b> You remain responsible for maintaining adequate proof of purchase for all warranty and change of mind purposes at all times.</p>
<p><b>Just-in-case protection</b></p>	<p>Available through your IKEA Family Account</p>	<p>1. <b>Benefit:</b> IKEA Family members may exchange damaged products or replace damaged components where the damage occurs during the transportation or assembly of the product by the IKEA Family Member, provided the IKEA Family Member returns the damaged component or product within 14 days from the date of purchase. (This benefit applies in addition to any rights that the IKEA Family Member may have under IKEA's policies and New Zealand Consumer Law in respect of products that are damaged or defective on purchase).</p> <p>2. <b>How to exchange:</b> The member must return the damaged product to an IKEA store or contact IKEA New Zealand customer service (the details of which will be available on <a href="http://IKEA.co.nz">IKEA.co.nz</a>) to have a product or a component replaced.</p> <p>3. <b>Replacement of damaged component:</b> For minor damage or damage of one or more components of a product, only the damaged component will be replaced. For example, if a cabinet has been returned and only the door was damaged, IKEA will replace only the door, not the entire cabinet).</p> <p>4. <b>No assurance to transportation or assembly by third party service provider:</b> Assurance does not apply if an third party service provider, or anyone other than the IKEA Family Member, has been involved in transport or assembly in any way.</p>

Benefit	How to use your benefit	Terms and Conditions
<b>First to know</b>	Opt into receiving personalised communication via email / SMS	<ol style="list-style-type: none"> <li><b>Benefit:</b> Be the first to know about exclusive members offers, upcoming events, home furnishing solutions, and sneak peeks at new products and ideas.</li> <li><b>Eligible Members:</b> The benefit is only available to IKEA Family members who opted into receiving personalised communication via email and/or SMS communication.</li> </ol>
<b>Member priced services</b>	Scan your IKEA Family membership or enter your IKEA Family Account details to access discounts on certain services from time to time.	<ol style="list-style-type: none"> <li><b>Benefit:</b> IKEA Family members benefit from discounts on specific IKEA services as notified, displayed or published from time to time.</li> <li><b>Varying Discounts and Promotional times:</b> Offered service discounts will vary from time to time and be offered for specific promotional periods.</li> <li><b>Additional terms and conditions:</b> There may be specific terms and conditions applicable to the different services. For more information, please check our website regularly.</li> </ol>
<b>Competitions and Prize draws</b>	Scan your IKEA Family membership or enter your IKEA Family Account details when entering competitions and prize draws	<ol style="list-style-type: none"> <li><b>Benefit:</b> IKEA Family Members will from time to time be given the opportunity to enter competitions, prize draws, and sales.</li> <li><b>Eligibility:</b> Eligibility for entry will be subject to the terms and conditions of each competition or prize draw.</li> </ol>
<b>Extra play time</b>	Scan your IKEA Family membership or enter your IKEA Family Account details when register for play time in Småland	<ol style="list-style-type: none"> <li><b>Benefit:</b> IKEA Family Members will be eligible for an extra 30 minutes play time in Småland subject to availability.</li> <li><b>Additional terms and conditions:</b> There are specific terms and conditions applicable to Småland. For more information, please check our website and any terms and conditions displayed.</li> </ol>