

IKEA New Zealand Return, exchange, refund and cancellation policy

Effective date: 1 November 2025 (V1)

Terms and Conditions

No nonsense return, exchange and cancellation policy

So, you bought it and... it's not quite what you'd had in mind?

That's alright! It's important to us that you're happy with your IKEA purchases.

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 unused product(s) and certain other product(s) in saleable condition within 365 days of purchase, with your proof of purchase. This includes all IKEA home furnishing products and accessories, live plants, cut fabric and second-hand product(s).

That means, you can assemble the product(s) to test and try them at home and return them as long as the returns criteria are met!

1. **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 (**Change of Mind**).

Consumer Law

2. **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:
- vi they will be provided with due care and skill;
 - vii they will be fit for a particular purpose; and
 - viii 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 +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.

Change of Mind

3. **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 on these Terms.
4. **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(s) beyond what is necessary to test the nature, characteristics and functioning of the product(s);
 - b) you do not have proof of purchase;
 - c) the product is a mattress, as set out below in greater detail;
 - d) the product is custom-made (including custom made work tops), as set out below in greater detail;
 - e) the product(s) are not returned in a saleable 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.

5. **Amount of Refund:** IKEA may at its sole discretion reduce your refund for Change of Mind returns to reflect any reduction in the resale value of the product(s). Any refund and reduction will be proportionate to the retail value or the purchase price of the product(s) in the condition returned. Notwithstanding, limitations and exclusions in this policy do not affect your statutory rights.
6. **Return of 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 IKEA's sole discretion) condition; and
 - (b) before any use-by or best-before date.

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.

Mattresses

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

"Love it or exchange it"

It is important to us that you love your new mattress. So 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.

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.

8. **Exchange once within 365 days:** You may exchange your mattress or mattress pad for one of equal or lower value once within 365 days of purchase if you don't love it, provided that it is not dirty, marked or damaged. Simply take your mattress back to an IKEA store with your proof of purchase and we will help you find one that suits you better.
9. **Price difference:** If you would like to exchange your mattress for one of higher value, all we ask is that you 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 for you to use towards a future purchase. The terms of our Refund Cards are available here [IKEA Cards Terms and Conditions](#)
10. **Collection:** If you would like IKEA to collect your mattress or mattress pad, you may be able to arrange a collection in our IKEA store or by contacting IKEA's customer service centre (see contact details below).

11. **Collection arranged by IKEA stores:** If you arrange collection in our IKEA store, you will be provided with a mattress bag for your mattresses. You must pack and seal the mattress in the mattress bag before placing it outside for collection at an arranged time.
12. **Collection arranged by IKEA's customer service centre:** If you arrange a collection via IKEA's customer service centre, a mattress bag will be provided at the time of collection for your mattresses. You must pack and seal the used mattress before it is taken away by our representative(s).
13. **Packaging and sealing before collection:** Please note that our representative(s) attending to the collection will not be able to assist with packing and sealing of the mattress in the mattress bag.
14. **Guarantee:** The terms and conditions of our 10-year mattress guarantee (**our guarantee**) and the care instructions can be found in our guarantee brochures.

Change of Mind return options

15. 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) Other than as described above for mattresses, IKEA may also in certain circumstances, and subject to the collection conditions set out below, be able to collect other 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.

16. **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.

17. **Refund Amount and method:** Where you are entitled to a refund for a change of mind return under these terms, IKEA will refund the price paid for the returned product(s) via the original payment method. Where you have opted for us to collect the product(s) from you, we will need to contact you once the collection has taken place to arrange payment of your refund to your credit card, debit card used for original payment or issue to you an IKEA Refund card. If we are unsuccessful in contacting you, we will send you an IKEA Refund card for the value of your refund. IKEA Refund cards are subject to the IKEA Refund Card terms in our IKEA Cards Terms and Conditions. In the instance you contact IKEA by phone to arrange payment of your refund may need to verify your identity prior to providing a refund under these terms. If you are not able to satisfy us regarding your identity, IKEA may repeat the verification process or to ask you to arrange payment of the refund in store.
18. **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

19. **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.

20. **Delivery / Click and Collect Fees:** We will provide a full refund of the price you paid and our delivery or click and collect charges if you also purchased delivery or click and collect services as long as it meets the criteria in this policy.
21. **Cancellation process:** If you contact IKEA by email, please include your order number in your e-mail, 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

22. **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 work top order

23. **No effect of statutory rights:** These additional terms apply to Change of Mind returns in relation to custom-made work tops and do not affect your statutory rights.
24. **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).

General

25. **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.
26. **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 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/>.
27. **Contact IKEA:** In case you have feedback, comments or questions, please contact IKEA Customer Support Centre [online](#), by phone on +64 9 802 4864, or by email at customer.support.nz@ikea.com.