

# IKEA Family competition – ‘Win with our home furnishing experts’

**Effective date: 13 January 2026 (v1)**

## Terms & Conditions

1. These Terms and Conditions apply in respect of the IKEA Family competition – ‘Win with our home furnishing experts’ (**Promotion**). By submitting an entry to this Promotion, you agree that you have read, understood and agree to be bound by these Terms and Conditions as a legally binding contract between you as an Eligible Participant and IKEA New Zealand Limited (“**IKEA**”, “**we**”, “**us**”, “**our**”, “**Promoter**”). Any entry not complying with these Terms & Conditions is invalid.

Information on how to enter and prizes form part of these Terms & Conditions. Information and material used to market the Promotion or to explain how to enter the Promotion forms part of these Terms.

2. **Promoter:** IKEA New Zealand Limited (Company number 7539639) of 15 Customs Street West, Auckland, 1010, New Zealand.
3. **Entry process:** To enter the Promotion, an Eligible Participant must, during the Promotion Period:
  - (a) sign up to become an IKEA New Zealand Family member or have an existing IKEA New Zealand Family membership;
  - (b) complete and submit the on-line competition form, including selecting your home furnishing goal, at the following weblink:  
<https://survey.alchemer.eu/s3/90993293/Win-with-our-home-furnishing-experts>
  - (c) ensure that the entry otherwise complies with these Terms.
4. **Eligible Participant:** Entry is only open to New Zealand residents who satisfy the following criteria:
  - (a) at least of 18 years of age;
  - (b) resident of New Zealand at the time of entry into the Promotion;
  - (c) an IKEA New Zealand Family member with an active and current membership;
  - (d) not directors, management, contractors and employees of the Promoter and its related companies and other agencies, firms or companies associated with the Promotion;
  - (e) not persons who have used or attempted to use any more than one name in order to qualify to win a promotion run by or on behalf of the Promoter (except in the case of a legal change of name);
  - (f) not persons who have breached the terms and conditions of any promotion run by or on behalf of the Promoter;
  - (g) comply with conditions of entry.

Promoter is responsible for determining whether a person is an Eligible Participant in its absolute discretion. By entering this Promotion, you represent that you are eligible to enter.

5. **Entry limitations:** Each Eligible Participant should be aware of the following entry limitations:
  - (a) each entry is conditional on the Eligible Participant providing true and correct personal information to the Promoter and accurately and entirely completing the Entry Process ("Eligible Entry");
  - (b) each Eligible Participant who successfully enters into the Promotion is an Entrant of the Promotion ("Entrant") and a maximum of one entry per Entrant is permitted;
  - (c) the use of any automated entry software of any other mechanical or electronic means that allows an Entrant to automatically enter the Promotion repeatedly is prohibited and will render entries submitted using such means invalid; and
  - (d) entries which are incomplete, illegible, indecipherable or incorrect entries, or entries containing offensive or defamatory comments, or which breach any law or infringe any third party rights (including intellectual property rights) are invalid.
6. **Verification and disqualification:** The Promoter reserves the right, in its sole discretion to verify the validity of entries and disqualify any Entrant for tampering with the entry process or submitting an entry that is not in accordance with these Terms & Conditions.
7. **Promotion Period:** The Promotion commences at 12.00am (Auckland Time) on Tuesday, 13 January 2026 and closes at 11.59 pm (Auckland Time) on Tuesday, 27 January 2026.
8. **Prize:** The winner(s) will win one personalised home interior design service for a single room of choice (valued at \$169) and one \$500 IKEA gift card issued after completion of the consultation with our home furnishing experts. There will be 5 winners from this Promotion. The winner must book their Interior Design Service to take place on or before 31 March 2026. Winners will be drawn at random.
9. **Personalised interior design service:** The winner must be available to attend a 60 minute consultation process for a single room with our home furnishing experts either instore or online. For more information, please visit:  
<https://www.ikea.com/nz/en/customer-service/services/interior-design-service-home/>.  
The terms and conditions for IKEA Interior Design for Home and IKEA Cards on the IKEA website applies.
10. **Prize limitations:** Any other or additional costs incurred in relation to the Prize will be borne by the winner.
11. **Prize substitution:** If any portion of the Prize is unavailable, for whatever reason, the Promoter reserves the right to substitute the Prize, or any element of the Prize, for an element of similar theme and of equal value. Any costs incurred which exceed the value of the Prize will be the sole responsibility of the Prize winner.

12. **Draw:** Winners will be drawn at random. With the first five qualifying entries being deemed the winners. The draw will take place on Wednesday, 28 January 2026, in Sydney, Australia.
13. **Notification:** The Prize winners will be notified by email and/or phone, within 2 business days of the draw, using the winner's details included on their IKEA Family membership. The Promoter takes no responsibility for any incorrect details included in an Entrant's IKEA Family account or the Entrant's competition form.
14. **Acceptance of Prize:** The selected winner(s) must respond to the communication from the Promoter regarding the Promotion, confirm acceptance and schedule an appointment with IKEA's home furnishing expert within 7 working days of being notified ("Acceptance Date"). Should acceptance not be confirmed by the winner by the Acceptance Date the winner will not be eligible to receive the Prize and, IKEA New Zealand reserves the right to redraw on the same terms and conditions.
15. **Publication:** The winner's details (first name and surname) will be published on the IKEA New Zealand webpage at this link (<https://www.ikea.com/nz/en/ikeafamily/>) from 2 February 2026 for a minimum of 28 days. By entering into the Promotion, you consent to your details being published.
16. **Not transferrable or convertible to cash:** The Prize is not transferable and cannot be taken, refunded, exchanged or transferred as cash.
17. **No compensation or alternate Prize:** The Prize must be taken as described and no compensation will be payable if the winner is unable to respond, or schedule and attend a session with our home furnishing design expert. No alternative prize will be awarded. The Prize will be forfeited if you are unable to confirm acceptance and/or or schedule and attend a session with our home furnishing design expert.
18. **Proof of Identity:** The Promoter reserves the right to request that a winner provides proof of their identity, residency, age, membership of the IKEA Family New Zealand loyalty program and details of their home and responses as described in their Entry prior to any Prize being awarded. Proof of identification, residency, age, membership of the IKEA Family New Zealand loyalty program and their home and Entry responses which is considered suitable for verification is at the discretion of the Promoter. If the winner cannot provide suitable proof, in the timeframe required by the Promoter, the winner will forfeit the Prize and no substitute will be offered.
19. **Limitation of Liability:** As a consumer you have certain rights and remedies at law, including pursuant to the Consumer Guarantees Act 1993 and the Fair Trading Act 1986 that cannot be excluded or restricted. Outside the rights you may have under New Zealand law or any additional 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 in connection with this Promotion.

20. **Tax:** Any tax liability arising as a result of accepting the Prize is the responsibility of the winner. The Promoter encourages all winners to seek independent financial and tax advice.
21. **No correspondence:** The Promoter's Decision is final. By entering this Promotion, you acknowledge that no correspondence will be entered into with any person(s) in relation to any individual feedback and/or disputes about the Promoter's decision as to the competition winners.
22. **Licence to publication and marketing:** The Winner(s) agrees that the Promoter may use their personal information (including words, images, illustrations, photographs, data, information) for any publicity, promotional, marketing, communication, research, profiling or commercial purposes, without compensation. The Promoter may redesign, archive, reproduce, disseminate, display, publicly perform and/or replay and make publicly accessible, as well as to cut and edit, adapt and modify the content or any part of it in all formats on all Promoter or its related entities, mobile applications, websites, social media and/or other marketing channels. There is no obligation for the Promoter to publish any materials under this clause 22.
23. **Force Majeure:** If for any reason this Promotion is not capable of running as planned (whether caused by infection by computer virus, line drop out, bugs, tampering, unauthorised intervention, fraud, technical failures or any other cause beyond the control of the Promoter which corrupt or affect the administration, security, fairness or integrity of the Promotion), the Promoter reserves the right to cancel, terminate, modify or suspend the Promotion.
24. **Personal Information and Policy:** The Promoter collects personal information (including each Entrant's name and email address) in order to conduct the Promotion. By entering this Promotion, you authorise the Promoter to collect and use your personal information for the purpose of conducting the Promotion and for any other purpose(s) as provided for in the [IKEA New Zealand privacy policy](#) on the IKEA website ("Policy"). The Promoter will not share your personal information except in connection with the Terms and Conditions of this Promotion and/or where disclosure is in accordance with the Policy or as permitted by New Zealand privacy laws. You have a right of access to your personal information and may at any time request for a copy and/or for correction to your personal information held by us to make such a request please contact [data.privacy.nz@ingka.ikea.com](mailto:data.privacy.nz@ingka.ikea.com) and refer to our Policy for further details.
25. **Governing Law:** The conduct of the Promotion and these Terms are governed by the laws of New Zealand. By entering, each Entrant submits to the exclusive jurisdiction of the courts of New Zealand.