



IKEA NZ - Buy Back Service

Effective Date: 20 March 2026 (v2)

Terms and Conditions

At IKEA, we believe our products deserve a second life, as such, we are willing to buy certain used IKEA products from you. The "Buy Back" service enables us to help customers prolong IKEA product's life, by buying back certain items from their used IKEA product in return for an IKEA refund card and then reselling the returned product in the IKEA As-is area.

Furniture we Buy Back and resell in our As-Is area provides an even more affordable option for the many people. It's this kind of approach and way of thinking that will help us achieve our goals of becoming a circular business and people and planet positive.

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 buy back service (**Buy Back Service**). You are deemed to accept these Terms when you request the Buy-Back Service.
2. **Consumer rights not affected:** These terms and conditions are in addition to, and do not affect, the IKEA Returns Policy or your statutory rights under the Consumer Guarantee Act 1993 (**CGA**). If you have a product that you do not think has complied with the requirements of the CGA, please contact the IKEA Customer Support Centre.
3. **Eligible Products:** The IKEA Buy Back service is currently only available to Buy Back high quality used personal household items only. Items must be assembled and fully and cannot be on our exclusions list recorded below. To be eligible for our Buy Back service, products must:
 - (a) be structurally sound and safe;
 - (b) be in resalable condition (including being free from stains);
 - (c) be of acceptable quality and for the purpose the products are or were advertised for;
 - (d) owned by you and not carrying any hidden debts or security interests;
 - (e) match our descriptions of the products and not be modified from their original state;
 - (f) meet the promises we make or propose to make about performance, condition and quality of the products; and
 - (g) Indicated online by IKEA that it is a product that is currently considered and accepted for this Buy Back service.

All upholstery items will be subject to a thorough assessment for stains and hygiene condition prior to acceptance. IKEA reserves the right to refuse any products at its discretion.



4. **Ineligible Products:** IKEA is currently unable to accept items from the categories listed below however we are always looking for new opportunities to improve our services so check back in the future. The following categories of products are not currently eligible for the Buy Back Service:

- (a) non-IKEA products;
- (b) non assembled IKEA products;
- (c) hacked or modified products;
- (d) lighting and textiles
- (e) add on units, and componentry products;
- (f) products that have been used outside including outdoor furniture;
- (g) mattresses and bed textiles (such as blankets and mattress toppers);
- (h) kitchens including bench tops, cabinets and fronts;
- (i) modular wardrobes and accessories;
- (j) electrical appliances/products; and
- (k) bed frames – including bunk beds, loft beds and day-beds.

All upholstery products (sofas, armchairs, footstools, chairs and stools) must be returned clean and free of stains.

We are unable to accept quantities more than 10 items and commercially used items.

5. **Product Assessment:** To determine if your IKEA product is eligible for the Buy Back Service follow the step-by-step process using our Buy Back web solution: <https://www.ikea.com/nz/en/circular/buy-back/>. At the end of the journey on this web solution you will receive an estimate for your IKEA product. All estimates are subject to a satisfactory physical inspection of the products by an IKEA co-worker, we do not agree to purchase your products until they have been inspected at IKEA. IKEA reserves the right to refuse to accept a product at in its sole discretion, including if your products are ineligible for the Buy Back Service. The final offer price given by the IKEA co-worker is final and not open to negotiation. Products that are not accepted must be taken away by the customer, products are not to be left on IKEA premises. You agree that any products left by you will be disposed of accordingly by IKEA.
6. **Agreement to Sell:** If you agree to the offer price, you sell, and IKEA purchases your IKEA product on these Terms. You warrant that you are the legal owner of the IKEA product and that you transfer unencumbered title to the product to IKEA.
7. **Refund Card:** In consideration for you transferring title to the IKEA product to us we will issue you with an IKEA refund card for the agreed Buy Back value.
8. **Location:** IKEA's Buy Back Service is only available at IKEA Sylvia Park, Auckland.



9. **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/>].
10. **Changes to Terms and Conditions:** 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. If any such change will impact a specific service, we will notify you. Any use of services after the modified Terms have taken effect shall be deemed to be your acceptance of the modified Terms
11. **Governing Law:** These Terms are governed by the laws 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 nonexclusive jurisdiction of the courts of New Zealand.
12. **Contacting us:** In case you have feedback, comments or questions, please contact IKEA Customer Support Centre online or by phone on +64 9 802 4864.