

# IKEA Click and Collect Services

Effective Date: 4<sup>th</sup> December 2025 (v1)

## Terms & Conditions

IKEA offers a click and collect service for IKEA furniture and home furnishing products (**IKEA Products**), allowing customers to order and pay for IKEA Products online or in store and collect them from either IKEA Sylvia Park, an IKEA Locker (where available), or a Pick-up-Point via Mainfreight (**Pick-up-Point**) (the **Click and Collect Services**).

1. **Terms and Conditions:** These terms and conditions (**Terms**) form a legally binding contract between you, a customer who has elected to use our Click and Collect Services (in relation to your purchase of an IKEA Product (**Customer, you and your**), and IKEA New Zealand Limited (**IKEA, we, us and our**). These Terms govern the Click and Collect Services to be provided to you. You are deemed to accept these Terms when you place an order for or elect to receive any Click and Collect Services.
2. **Subcontractors:** We subcontract parts of the Click and Collect Services to our trusted service provider Mainfreight Limited. The Click and Collect Services may be performed by Mainfreight, or such other service provider as may be elected in by IKEA in its sole discretion and notified to you from time to time.
3. **Click and Collect methods:** IKEA offers Customers three options for the Click and Collect Services: "Click and Collect in Store", "Collect from Locker" (where available) and "Pick-up-Point". To use these services, you will be required to select one of these Click and Collect Services at the time of purchase of the IKEA Products:
  - (a) **Click and Collect in Store:** If you select Click and Collect in Store at the time of purchase of the IKEA Products, IKEA will prepare your order for collection from the click and collect lounge at IKEA Sylvia Park.
  - (b) **Pick-up-Point:** This service is only available for items over 8kg and for orders of \$15 or more (order value will be calculated after tax and any discounts are applied). For orders that do not meet this amount and weight, you will not be able to receive Pick-up-Point services. If your purchase is eligible and you select Pick-up-Point at the time of purchase of the IKEA Products, IKEA will deliver your order to an available Pick-up-Point (as selected by you from the available points, as advised on our website from time to time).
  - (c) **Click and Collect from Locker** (Available at IKEA Sylvia Park only): If you select Click and Collect from Locker at the time of purchase of the IKEA Products, IKEA will place your order in an IKEA locker located at IKEA Sylvia Park. This service is only available on selected items, when you check-out this option will only be an option on eligible items.
4. **Service fees and payment:** A fee may be payable for the Click and Collect Services (**Click and Collect Service Fees**). Click and Collect Service Fees will differ between services and locations. For more information and the details of our Click and Collect Fees, please see: Click and collect options and pricing on the [IKEA website](#) for current

fees charged for this service. While great care has been taken to ensure the accuracy of all prices and descriptions, IKEA reserves the right to correct any errors (including GST or other statutory charges that are out of our control) and adjust future prices. For the avoidance of doubt, we will not change a Click and Collect Service Fee in relation to a Click and Collect Service you have already ordered.

5. **Payment:** If applicable, you will be required to pay the Click and Collect Service Fees at the time of booking the Click and Collect Services.
6. **Collection dates and times:** When you purchase the IKEA Products, you will be given the option to select an estimated available time slot and date for your collection (the **Collection Date**) at either the IKEA Store, an IKEA Locker (where available) or a Pick-up-Point (**Collection Point**). We will use our reasonable endeavours to ensure that your IKEA Products are available for collection on the Collection Date at the Collection Location, but there may be times where we are unable to do this, and your Collection Date may need to be amended. In this case, we will notify you of the new Collection Date, and if that date does not suit you can request an alternative date or cancel the order for a refund. You can track the status of your order by visiting <https://www.ikea.com/nz/en/customer-service/track-manage-order/>.
7. **Changing your order:** If you would like to change your order for Click and Collect Services, please contact the [IKEA Customer Support Centre](#). The IKEA Customer Support Centre will notify you of any changes to the Click and Collect Service Fees that may apply. Revising your Delivery Location may result in a delay or change to your estimated Collection Date, and associated Click and Collect Service Fees.
8. **Services available at Pick-up-Points:** For Pick-up-Point, it is not possible to purchase additional products at the Pick-up-Point. Additionally, no returns, refunds or exchanges are available at or directly from the Pick-up-Point.
9. **Collect your order:** You will be notified by email when your order is ready for collection at the Collection Point. When you collect your order at the Collection Point, you will need to show:
  - (a) a valid photo ID (eg, a driver licence or passport); and
  - (b) your order confirmation. If you cannot find your order confirmation, please contact the [IKEA Customer Support Centre](#).

If you would like to nominate another person to collect the IKEA Products on your behalf please nominate them at the time of placing the order and forward that person the original e-mail confirmation, ask that they bring it with them for collection and ensure that they have a valid photo ID to present at collection.

10. **Checking your order:** On collection, you or your representative will be asked to check the IKEA Products, the condition of the packaging and confirm that the correct number of IKEA Products have been delivered. If there are any discrepancies, please:

- (a) for Click and Collect in Store Services: notify an IKEA co-worker at the click and collect lounge at IKEA Sylvia Park; or
- (b) for Pick-up-Point: notify a Mainfreight representative who will then record the discrepancy.

11. **Collect your order from locker:** You will be notified by e-mail and SMS when your order is ready for collection from locker on the Collection Date and at the Collection Point. A pin number will be shared via SMS, e-mail, or both which will need to be entered for you to access the locker.

If you lose your pin number or the pin number you have been given does not work, please contact the [IKEA Customer Support Centre](#) as soon as possible. You will need to provide your order number and a description of the articles purchased before a new pin can be issued.

If you notice any damage to the IKEA Products after collection, please notify the [IKEA Customer Support Centre](#) as soon as possible.

12. **At the Collection Point:** You are responsible for ensuring that all the IKEA Products which comprise your order are collected within 48 hours of the time we advise you your products are ready for collection from the Collection Point. The whole order needs to be picked up at the same time and we do not offer split order collection. We therefore recommend that you review the dimensions of the IKEA Products online prior to collection to ensure that you bring an appropriate vehicle to collect your order.
13. **Loading of Orders:** Customers are responsible for loading the products into their vehicle, or otherwise removing them from the Collection Location, and we recommend that you bring appropriate support with you to help load any heavy goods. The IKEA representatives at the Collection Locations will not be able to provide assistance with loading.
14. **Uncollected products:** You have 48 hours from the time we advise you your product is available for pick up, to pick up your order. If you will be unable to collect your order within this 48 hours, you can contact the [IKEA Customer Support Centre](#) to notify the store, otherwise your order may automatically be cancelled, and a refund provided. In case of a refund, the purchase amount for the IKEA Products, excluding the Click and Collect Service Fee, will be refunded using the same method of payment as you used to pay for the order. In this case, you can place your order again online.
15. **Our liability:** As a consumer you have certain rights and remedies at law, including pursuant to the Consumer Guarantees Act 1993 and Fair Trading Act 1986 (**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.

Outside the rights you may have under Consumer Law, or any additional express 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.

16. **Returns:** Our IKEA NZ Return, exchange and cancellation policy applies to returns and cancellation in relation to the IKEA Products purchased using Click and Collect Services.

If you change your mind about a product and return it in accordance with our change of mind policy within 14 days from the date of collection of the IKEA Products, we may also refund any Click and Collect Service Fees. If you return some, but not all, IKEA Products under our change of mind policy, within the 14-day period, we will not refund the delivery charges.

If you consider your IKEA product does not comply with Consumer Law requirements, please contact IKEA Customer Support Centre online or by phone on +64 9 802 4864 .

17. **Availability of Service:** Please note that the Click and Collect Services are provided subject to availability.

18. **Privacy:** We will need to collect personal information from you in order to provide the Click and Collect Services to you. IKEA will store, process and use your personal data in accordance with the [IKEA Privacy Policy](#). If required, you consent to IKEA sharing your personal information with our trusted external service providers in order for the service providers to provide the Click and Collect Service to you. 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.
19. **Governing law and disputes:** 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.
20. **Changes to these Terms:** 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 Click and Collect Service, we will notify you. Any use of Click and Collect Services after the modified Terms have taken effect shall be deemed to be your acceptance of the modified Terms.
21. **Contacting us:** In case you have feedback, comments or questions regarding the Click and Collect Services, please contact IKEA Customer Support Centre [online](#) or by phone on +64 9 802 4864.