

# IKEA Delivery Services

Effective Date: 19<sup>th</sup> December 2025 (v2)

## Terms & Conditions

IKEA provides delivery services for IKEA furniture and other products (**IKEA Products**), to assist customers with the transportation of their IKEA Product(s) from an IKEA Sylvia Park to their home or office (**Delivery Services**).

1. **Terms and Conditions:** These terms and conditions (**Terms**) form a legally binding contract between you, a customer who has elected to receive Delivery Services in relation to your purchase of an IKEA Product(s) (**Customer, you and your**), and IKEA New Zealand Limited (**IKEA, we, us and our**). These Terms govern the Delivery Services to be provided to you. You are deemed to accept these Terms and Conditions when you place an order for or elect to receive any Delivery Services.
2. **Subcontractors:** We sub-contract the Delivery Services to our trusted transport service providers (**TSP**). Our TSP's will provide the Delivery Services to you, on IKEA's behalf.
3. **Minimum order value:** Delivery Services will only be provided where an order has a minimum value of \$15.00. Order value will be calculated after tax and any discounts are applied.

For orders that do not meet this amount, you will not be able to receive any Delivery Services. Certain items are not eligible for Delivery Services.

4. **Preconditions to Services:** You acknowledge and agree that as a condition for the TSP to provide the Delivery Services:
  - (a) you must ensure that the TSP is provided safe access to the Delivery Location (see clauses 7 and 16 of these Terms);
  - (b) you must ensure that someone over the age of 18 is available to physically accept the Delivery Services at the Delivery Location at the time of delivery (except where Authority to Leave has been provided in accordance with clause 11 of these Terms); and
  - (c) you will be responsible for ensuring that you provide complete, correct, and accurate information and instructions regarding the Delivery Location to enable us to provide the Delivery Services (see clauses 12, 14 and 16 of these Terms).

Our TSPs may not be able to provide the Delivery Services if these conditions are not satisfied.

5. **Delivery Methods:** IKEA offers Customers two options for Delivery Services:

- (a) "Delivery to the door" (see clause 6); and
- (b) "Delivery into your home" (see clause 7);

(together, the **Delivery Methods**).

You will be required to select a Delivery Method at the time of booking Delivery Services.

6. **Delivery to the door:** If you select "Delivery to the door" at the time of purchasing your IKEA Product(s), the TSP will deliver your purchase to the front door of your nominated delivery address (**Delivery Location**). If your Delivery Location is a residential apartment or unit, the TSP will deliver to the front door of the foyer or building (rather than to your individual residence within the building). If you book Delivery to the door, the TSP may leave your delivery at the front door (or in as safe and secure of a location as is reasonably possible) at the Delivery Location if you are not home to accept delivery of the IKEA Product(s).
7. **Delivery into your home:** If you select "Delivery into your home" at the time of purchasing your IKEA Product(s), the TSP will deliver your IKEA Product(s) to your Delivery Location. The TSP will move the IKEA Product(s) into a nominated room within the Delivery Location indicated by you at the time of booking the Delivery Services (**Room of Choice**). You will need to select one Room of Choice per delivery (even if there is more than one item within your delivery). If you select "Leave order at doorstep if I am not home" or provide Authority to Leave in accordance with clause 11 of these Terms, the TSP may leave your delivery in a safe and secure location at the Delivery Location. For In The Home delivery, the TSP may take your delivery as far as the second floor of your building or home, if access is by stairs, with no lift or elevator available that will accommodate the delivery. If there is a suitable lift or elevator, there is no restriction to which floor the delivery can be made to. In both cases, you must ensure that sufficient access is available via a staircase or lift.

If sufficient access is not available via a lift or staircase, or sufficient access is available via a staircase but the Room of Choice is higher than 2 floors from ground level, the TSP may fail the delivery, or leave your delivery in a place that is mutually agreed to by yourself and the TSP.

8. **Delivery Service Fee:** A fee is payable for the Delivery Services (**Delivery Service Fee**). For more information and the details of our Delivery Service Fees, please see Delivery service options and pricing on the [IKEA website](#). The Delivery Service Fee may differ depending on the location and Delivery Method you elect. While great care has been taken to ensure the accuracy of all prices and descriptions, IKEA reserves the right to correct any errors (including in relation to GST and other charges that are out of our control) and adjust future prices.
9. **Delivery dates:** You may be provided with an estimated delivery date at the time of booking the Delivery Services. You can track the status of your order by visiting <https://www.ikea.com/nz/en/customer-service/track-manage-order/>.
10. **Changes to the Delivery Services:** To request a different delivery time or date, Delivery Location or Delivery Method, please contact the IKEA Customer Support Centre as soon as possible after placing the order for Delivery Services, but no less than 1 day prior to your estimated delivery date. We need to plan for the Delivery Services and to give our TSP's notice of any changes to the Delivery Services. Accordingly, additional charges may apply for any late changes that are made to bookings for Delivery Services after this cut-off period. The Delivery Services Fee may also be varied if the Delivery Method or Delivery Location are revised. The IKEA Customer Support Centre will notify you of any additional fees, or refund that may apply. Revising your Delivery Location or chosen Delivery Method may result in a delay or change to your estimated delivery date.
11. **Authority to Leave:** By selecting "Delivery to the door" or "Leave order at doorstep if I am not home" when booking "Delivery into your home" service (**Authority to Leave**) you agree that the TSP may leave your IKEA Product(s) at the Delivery Location if you are not present to receive the delivery on the delivery date.

If the TSP determines that there is no safe place to leave the IKEA Product(s), the TSP may return the IKEA Products to IKEA. In this case, the IKEA Customer Support Centre will contact you to reschedule the delivery.

IKEA will not be responsible for any damaged or stolen IKEA Products where you have given Authority to Leave the IKEA Products in accordance with clause 11 of these Terms.

12. **Delivery requirements:** You are responsible for ensuring that there is adequate, clear and safe space available for the IKEA Products to be delivered

by the TSP. You need to provide the Delivery Location and certain delivery details at the time of booking the Delivery Services (including the nature of the delivery location, the level on which the IKEA Products are to be delivered, and parking arrangements). It is important that this information is provided, and accurate, to ensure the TSP will have the appropriate resources to provide the Delivery Services at the nominated Delivery Location. The TSP will, acting reasonably, determine whether it is safe for the TSP to deliver Products at the Delivery Location.

13. **Delivery restrictions:** The TSP cannot deliver IKEA Product(s) to a Delivery Location that is a worksite for incomplete residential or commercial premises. Delivery Services are also not able to be provided to P.O. Boxes.
14. **Important information about the Delivery Location:** At the point of purchase, you will be asked to specify the Delivery Location and if you select Delivery into your home, you will be required to select your Room of Choice (see clause 7). IKEA will not be liable for any incomplete, incorrect or inaccurate information or instructions. If the Delivery Location or Room of Choice changes, please contact the [IKEA Customer Support Centre](#) to make arrangements for the revised Delivery Location. This may result in you incurring additional costs depending on timing, and the nature of the new Delivery Location.
15. **On the day of delivery:** All deliveries can be tracked. For deliveries where an estimated delivery time has been provided to you, our TSP may attempt to contact you 30 minutes to 1 hour prior to the delivery time to give you advance notice of the expected delivery time for the Delivery Services. In the event of any unforeseen circumstances such as truck breakdown, traffic accident, major traffic delays or severe weather, we will do our best to contact you to rearrange an alternative delivery time or date.
16. **If delivery cannot be completed:** If lack of access, space issues, safety concerns, or other obstacles impedes the completion of the Delivery Services, the TSP may be unable to complete the Delivery Services, and the TSP may in its reasonable discretion:
  - (a) for Delivery into your home, deliver the IKEA Product(s) to another agreed safe location at the same Delivery Location (if safe to do so) by agreement with you; or
  - (b) for all Delivery Methods, return the IKEA Product(s) to IKEA.

If delivery cannot be completed as a result of an impediment, the IKEA Customer Support Centre will contact you to reschedule the Delivery Services

or to make alternative arrangements in connection with the IKEA Product(s), and you may be charged a subsequent Delivery Service Fee.

If the TSP is unable to complete the Delivery Services due to any of the following reasons:

- You are not present at the arranged time at the Delivery address to accept the delivery; or
- An adult is not present at the arranged time at the Delivery address to accept the delivery; or
- The delivery is refused by yourself, or the designated adult at the arrange time at the Delivery Address; or
- You have not provided us with complete or accurate information regarding your Delivery address

The IKEA Customer Support Centre will contact you to re-schedule the Delivery Service to a **tentative** new Delivery date. Once this tentative date has been secured, you will receive an SMS from our TSP confirming the updated delivery date. If alternative Delivery dates are available, the TSP will offer available dates and times in lieu of the tentative date provided. Please note that a new Delivery Service Fees will be imposed for this re-delivery.

If the second attempt to deliver is also unsuccessful, your order will be cancelled, and the cost of the associated IKEA Products will be refunded to you using your original payment method. The Delivery Service Fee will not be refundable in these circumstances, as our TSP will have attempted to complete the Delivery Service.

To reschedule a missed delivery, you may contact the [IKEA Customer Support Centre](#). Additional Delivery Service Fees may be charged.

17. **Cancelling Delivery Services:** If you cancel the Delivery Services on the same day that the Delivery Services were booked and paid for (by calling the IKEA Customer Support Centre), you will be entitled to a full refund of the Delivery Service Fee. If any changes are made to the Delivery Services after the day the Delivery Services are booked, the full Delivery Service Fee may not be able to be refunded (if, for example, our TSP has already been booked to provide the Delivery Services). Our IKEA Customer Support Centre will be able to discuss the Delivery Services Fee with you.
18. **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.

19. **Return Options:** If you consider your IKEA Product or service (including a Delivery Service) fails to meet any requirements under New Zealand Consumer Law, please contact the IKEA Customer Service Centre. Separately, if you change your mind regarding a purchase, you may return IKEA Products that have been delivered via a Delivery Service in accordance with our Return, Exchange, Refund, and Cancellation Policy by bringing them to IKEA Sylvia Park, with proof of purchase or contacting the IKEA Customer Service Centre to arrange for IKEA to collect the IKEA Product(s) you wish to return. A

collection fee will apply for change of mind refunds, which in most cases will be the same as the corresponding Delivery Service Fee. For further information please see our [IKEA New Zealand Return, Exchange and Cancellation Policy](#) at Customer service and Services or contact the [IKEA Customer Support Centre](#) for assistance.

Any IKEA Products to be collected for a change of mind return must be completely disassembled prior to return pickup by our TSP. If the IKEA Product(s) is not disassembled before your return pickup window, the TSP may not be able to collect the returned IKEA Product(s), and an additional fee may be payable when securing a subsequent return pickup date.

20. **Damaged or missing items:** In the unlikely event that IKEA Products are missing or damaged when delivered to you, IKEA will replace any missing items and organise for any incorrect or damaged items to be returned and to be replaced at no cost to you.
21. **Privacy:** We will need to collect personal information from you, and share that personal information with the TSP, in order to arrange for the provision of Delivery Services to you. By agreeing to these terms, you agree to IKEA will storing, processing and using your personal data in accordance with the [IKEA 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 the IKEA New Zealand Privacy Officer at [data.privacy.nz@ingka.ikea.com](mailto:data.privacy.nz@ingka.ikea.com) and refer to our Privacy Policy for further details.
22. **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 Delivery Service, we will notify you. Any use of Delivery Services after the modified Terms have taken effect shall be deemed to be your acceptance of the modified Terms.
23. **Contacting us:** In case you have feedback, comments or questions regarding the Delivery Services, please contact IKEA Customer Support Centre [online](#) or by phone on +64 9 802 4864.
24. **Governing law and disputes:** These Terms are governed by the law 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 non-exclusive jurisdiction of the courts of New Zealand.