



Right of withdrawal form

Right of withdrawal within 14 days

This form can be used when you as a consumer want to withdraw from a contract, according to the rules in the law on distance contracts and contracts outside business premises (SFS 2005:59) when you have shopped remotely (by phone or any of the IKEA digital sales channels such as www.ikea.se or the IKEA app). Your purchase is otherwise subject to the IKEA Purchase and Delivery Conditions. Please contact IKEA customer service if you have any questions.

Customer and order data

Today's date	Purchase order number
First and last name	Phone numbers
Address (including postcode and town)	
E-mail	

I withdraw from the purchase of the following goods/services

Article name/service	Article number	Number

For the quickest handling of your case, we recommend that you contact IKEA Customer Service and we will help you with the return of your item. See contact details on the next page.

- ☐ I have not collected or received the goods/service
- ☐ I have received the goods by car delivery and they can be collected from the following address:
.....
- ☐ I have collected/received the item and will contact IKEA Customer Service for a return address.
- ☐ I will return the goods to the following IKEA Store:
.....



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Reason for withdrawal from purchase (optional)

In order for us to meet and exceed our customers' expectations, we are interested in the reason why you are withdrawing your purchase. You don't have to give any reason at all if you don't want to, it's completely voluntary.

- ☐ The product did not meet my expectations in terms of colour/shape/size/appearance. The
- ☐ product did not meet my expectations in terms of quality.
- ☐ The item differs from what it looked like in
- ☐ the shot. I have changed my mind.
- ☐ Other:

Information on the right of withdrawal

When order by phone or online, you as a customer (consumer) have a legal right of withdrawal for 14 days. The time is counted from the day you received the goods. You can use this form to send your withdrawal by email to the email address below or verbally to IKEA Customer Service by phone. To exercise your right of withdrawal, you must be able to prove that you withdrew within this period and have notified IKEA accordingly. Request a case number/receipt/return waybill if you leave the item directly with IKEA or the carrier. IKEA needs to register your use of the right of withdrawal before the return can be collected/returned, therefore it is not possible to return goods directly at the time of delivery. The value of the returned goods will be reimbursed as soon as possible and no later than 14 days after the goods have been returned or from the date on which you prove that you have returned the goods. Keep in mind that if you have handled the item more than necessary before returning it, the refund to you may be reduced by the difference between what you bought the item for and what IKEA estimates it can be sold for in the IKEA Circular hub. If part of an order is returned, the delivery cost is not refunded. The right of withdrawal does not apply to custom made products, such as textiles, worktops and wall tiles, as well as food and white goods that have been installed.

Return

If you wish, you can contact IKEA Customer Service, and we will help you with the return.

Would you like to know more?

If you as a customer want to consult an impartial actor about your case, you can turn to the consumer counsellor in your municipality, the case can also be reported to the General Complaints Board (ARN) for an opinion. All consumer assistance is free of charge in Sweden.

Contact details:

Contact details for IKEA in Sweden

IKEA Svenska Försäljnings AB
Box 200
260 35, Ödåkra
Corporate identity number 556074-7569
www.ikea.se

:Contact details for IKEA Customer Service:

IKEA.se/kundservice
E-post:customer.support.se@ikea.com
Telephone: +46(0)775-700 500
Address: IKEA Customer Service,
Ikeagatan 6, 343 81 Älmhult

The Swedish Consumer Agency:

www.konsumentverket.se

Consumer counsellors:

www.konsumentvagledare.konsumentverket.se