

# Terms and Conditions for Purchase and Delivery

## 1. Your purchase at IKEA

These terms and conditions for purchase and delivery apply when you, as a customer, buy products from IKEA in Sweden (whether in store, online, by phone or via the IKEA app) and have products delivered to you in Sweden. Your purchase is subject to the version of the purchase and delivery conditions in force at the time of your purchase. Remember to always keep your digital or physical receipt when you make a purchase.

These terms and conditions also apply if you are a *business customer* (i.e. if you are a limited company, sole trader, partnership, limited partnership, economic association, or non-profit organisation, or otherwise cannot be considered a consumer), unless you, as a business customer, have entered into a *separate agreement* with IKEA. In such a case, the specific agreement governing the company's relationship with IKEA applies. If you make a purchase as a business customer, you enter into an agreement and accept these terms and conditions on behalf of your company and guarantee that you have the authority to make the purchase.

When you have placed an order, you will get an automatic email confirmation that we will process your order. A binding agreement is entered into when you receive notification from us that your order is ready for delivery. Before such time, your order can be refused.

## 2. Contact information

### Contact details for IKEA in Sweden:

IKEA Svenska Försäljnings AB

Box 200

SE-260 35, Ödåkra-Våla, Sweden

Corporate identity number 556074-7569

[www.ikea.se](http://www.ikea.se)

### Contact details for IKEA Customer Services:

[IKEA.se/kundservice](http://IKEA.se/kundservice)

Email: [customer.support.se@ikea.com](mailto:customer.support.se@ikea.com)

Telephone: +46(0)775-700 500

Address: IKEA Customer Services,

Ikeagatan 6, SE-343 81 Älmhult, Sweden

## 3. Information and prices

When making a purchase, the prices shown at the time of purchase apply. All prices include the VAT rate in force. Prices include any payment and shipping charges, which are shown separately. We reserve the right to correct any typographical errors, and individual products may be sold out, be withdrawn from the range or temporarily not be available for order.

## 4. Guarantees

If a product is faulty, you can always lodge a complaint in accordance with current consumer legislation. You will find more information about the complaint process below. To ensure that you as a customer feel secure with your purchase, IKEA provides a guarantee for certain products, in addition to your statutory rights. When you buy a product under guarantee, you will be informed of the guarantee conditions at the time of purchase. The terms and conditions of the guarantee state the length of the guarantee period, as well as other conditions and any limitations that apply to the guarantee. Within the guarantee period, the faulty product may be repaired or replaced with a new identical or equivalent product, on condition that you make the faulty product available to us or our authorised service partner. If you are a *business customer*, it is important to check if the guarantee applies when the product is used in a professional, public, or alternate environment. You can read more about our guarantees on [IKEA.se](http://IKEA.se).

## 5. Circular Hub/second hand

With respect to products purchased from our Circular Hub (Second hand and what was previously known as "Fynd"), IKEA wishes to state the following: products in our Circular range may be recycled, display items or obsolete models that are sold at a reduced price based on the condition of the product. The products may have cosmetic faults and wear, and may not be fully equivalent to brand new products. You can read more under "reason for reduced price" for the product in question. If, however, you discover a defect in a product from the Circular range that you consider unacceptable, we will help you return it and refund the value of the product. You are welcome to contact either the store where you bought the product or IKEA Customer Services for assistance.

## 6. Delivery

IKEA offers various delivery options within Sweden from stores and when purchasing online, by phone or via the IKEA app. At checkout on IKEA.se and in the IKEA app, you will see which delivery options are available for your address, what they cost and the delivery date. IKEA does not guarantee that all delivery options are available for all addresses/areas. Some delivery and collection options, require a minimum order amount, for delivery to be possible to order. Additional transport days may be added for delivery to an island. For more information, please contact IKEA Customer Services, or read more about delivery options under the [Delivery options](#) link found under Shopping at IKEA on IKEA.se.

Upon delivery, the payment, or specified and initiated instalment, must be received by IKEA no later than the date indicated on your order confirmation. Upon delivery, you as a customer must show identification and the courier must show both the customer's and the courier's IDs. The carrier will notify you before they arrive at your address. As the customer, you are responsible for checking your order confirmation to ensure that your contact details are correct before delivery. Upon delivery, or in the event of a delay in delivery, IKEA will notify you using your contact details. If your contact details are not correct, IKEA cannot ensure the fulfilment of the delivery. When delivering to addresses with road barriers, you are responsible for ensuring that the barrier key is available.

### **It is important to prepare for the IKEA delivery (applies to Indoor delivery and kerbside delivery)**

#### Your responsibility as a customer is to:

- Receive the delivery. Upon delivery, you as a customer must show identification and the courier must show both the customer's and the courier's IDs.
- Ensure that you can receive the shipment when it arrives. Even if you arrange for someone else to receive your delivery, you are still responsible for complying with the terms of this document as you are the one who entered into the contract. Please note that any risk to do with the products passes to you, the buyer, upon delivery.

#### For Indoor delivery, the customer is responsible for ensuring that:

- There is a clear route to and into your home/premises so that the products can easily be left in a designated place. If there is a road barrier, the customer is responsible for ensuring that the key is available at the time of delivery and that authorisation to drive in with a transport vehicle has been secured.
- Ensure that your delivery can be carried in without risk of damage to products, people or your property.
- Ensure that your floors are properly protected upon delivery, all the way to the designated location. If the floors are not protected all the way to the designated space and there is a risk of damage, the goods will be delivered inside your threshold.

#### For kerbside delivery, the following applies:

- Delivery is made to the kerbside outside your home if you live in an apartment, or to your property line if you live in a house. If you have selected this method of delivery, the risk for the goods transfers to you upon the kerbside or property line handover.
- Bear in mind that delivery can only be made where unloading can be carried out in a suitable manner, and that any obstacles to the delivery vehicle may affect this. IKEA is not responsible for this type of obstacle or its impact on the delivery.

In the case of the delivery options Indoor delivery and Kerbside delivery, IKEA reserves the right to assess whether delivery can be made without risk of damage to persons, products, or property. If delivery cannot be made due to an obstacle on your premises, IKEA will accept return of the delivery. For a new delivery, you will be charged an amount equal to your original shipping cost, in addition to your original shipping cost.

Upon delivery - regardless of which delivery option you have chosen - we ask you to check as soon as possible after receiving the products that you have received the right products and the right quantity and that the products are intact. If you discover damage to the packaging or product, or if you have received an incorrect product or number of products, please contact IKEA Customer Services immediately so that we can help you in the best possible way.

#### **Parcel to home / Large parcels**

The order is delivered to your home address. PostNord will notify you of the proposed delivery date.

#### **Click & Collect**

If you choose not to collect your order in time (your time window is indicated in the order confirmation), IKEA will return your products. For unclaimed orders, only the value of the returned products will be refunded. The service fee is non-refundable.

#### **Parcel to pick-up point or Lockers**

Once your order has arrived at the chosen pick-up point, you will receive a text message or notification. If you have chosen Locker, you can follow the delivery in PostNord's app. If you choose not to collect your parcel, the shipping costs will not be refunded to you.

#### **From stores**

If you want to have plants or products purchased from our Circular range in store delivered, you need to pack the product well and, if applicable, disassemble the product so that we can transport your products without damaging them. IKEA determines whether the products are sufficiently packaged and of a suitable size before delivery can be ordered.

#### **Abroad**

If you buy products to be taken abroad, you are responsible for hiring a forwarding agent. IKEA takes responsibility for the transport until the products are handed over to the forwarding agent, after which the responsibility passes to the forwarding agent, and IKEA undertakes no responsibility for the subsequent transport. It is, therefore, important that you check the goods between these two stages.

#### **Cancellation**

If you want to cancel an order that you have paid for before it has been delivered, you can do so via Track and Manage my order on IKEA.se. If the cancellation option is missing, you need to receive your order and then return it. Read more about returns below: If a service action in the form of order picking or delivery has begun for in-store purchases, the cost of this service will be charged, even if you cancel your order. Please note that when cancelling orders containing custom-made worktops and custom-made wall panels, a handling charge of 50% of the value of the products will also be charged. custom-made worktops and wall panels are exempt from cooling off periods and purchase on approval.

## **7. Payment**

IKEA allows you to choose between several different payment options. Information about payment options and the conditions and any costs that apply are stated before you complete your purchase and on IKEA.se under Customer Services - Payment options. Depending upon which payment option you choose, you may enter into a separate agreement with our payment supplier.

IKEA reserves the right of ownership of the products until full payment has been made. IKEA has the right to take back the products if the

purchase price is not paid on time, pursuant to the Credit Sales between Undertakings Act (1978:599), where the customer is a business customer.

Our gift cards are valid in all Swedish IKEA stores and on IKEA.se. You can also shop with our gift cards at IKEA stores in several other countries around the world. The card has no expiry date, it just needs to be in a working condition.

## 8. Product returns

### 14-day right of withdrawal for distance selling – applies to private individuals

When ordering by phone, online or via the IKEA app, you as a customer (consumer) have a legal right to withdraw from the purchase within 14 days. This period is counted from the day that you or a person acting on your behalf receives the goods. For you to exercise the right of withdrawal, you need to be able to demonstrate that you have changed your mind within this time frame and notified IKEA accordingly. You can exercise your right of withdrawal at any of our stores or by contacting IKEA Customer Services. You can use the Swedish Consumer Agency standard form to exercise the right of withdrawal, which you can find [here](#). Request a case number/receipt/return waybill if you leave the item directly with IKEA or the carrier. IKEA needs to register your exercise of the right of withdrawal before the return can be collected/returned; as such, it is not possible to return products directly at the time of delivery.

Refunds for returned products are made as soon as possible, and no later than 14 days from your notifying us that you are exercising your right of withdrawal. IKEA is, however, entitled to withhold the refund until the product has been returned or you prove that you have returned the product. Keep in mind that if you have handled the item more than necessary in order to determine its properties or function before returning it, the refund to you may be reduced by the difference between what you paid for the item and the price that IKEA estimates that it can be sold for in the IKEA Circular Hub (value reduction charge).

The refund will include the shipping charge that you paid in connection with the purchase. The refund does not include delivery costs that are incurred because you chose a more expensive delivery option than standard delivery in connection with the purchase. If part of an order is returned, the delivery cost is not refunded.

The right to withdrawal does not apply to custom-made products such as counter-tops and wall panels, or food products with short best before dates or shelf lives.

### 365 days to change your mind

In addition to your statutory right to withdrawal, IKEA offers a 365-day purchase on approval as extra help for you if you change your mind or if things don't turn out the way you want them to. Purchase on approval applies regardless of whether you made the purchase in store, online, by phone or using the IKEA app. Purchase on approval gives you a refund if you return an *unused* product with a receipt or equivalent proof of purchase. This applies to all but custom-made products, such as textiles, worktops and wall panels, as well as food and installed appliances. The purchase on approval refund does not include any shipping charges that you paid in connection with the purchase.

### Cost of returns due to cancellation, purchase on approval or uncollected parcels

The value of the products will be refunded to you upon their return by the same means as was used for payment of the purchase, unless otherwise agreed. If you want to return your purchase or if you have not received your delivery as agreed, IKEA will charge you for the return shipping costs. This also applies to uncollected postal packages. See above for information on Click & Collect. Even when exercising the right of withdrawal, you as a customer (consumer) are responsible for the return shipping costs. The cost of return shipping varies depending on the item you are returning and is the same as the shipping cost for your delivery (however, the *standard shipping rate* applies to return shipping, i.e. the shipping cost without any discounts, benefits or promotional prices that you may have received on your original delivery).

### Claims – for private individuals

If a product that you have bought turns out to be faulty, under the Swedish consumer rights law (“konsumentköplagstiftningen”), you have the right to complain about it. The claim period is three years from when you purchased the product if this was at a store, or when the product was delivered to you in the case of distance shopping. Please contact IKEA Customer Services as soon as you discover the fault. When making a claim, the product must always be returned to IKEA unless otherwise agreed. The easiest place to make a return is your nearest IKEA store. You can contact IKEA Customer Services, and we will help you. The return must be received by us as soon as possible after you discover that the product is faulty. Remember to pack the products well, as you are responsible for their transport to us. If you as a customer have agreed with IKEA Customer Services that the return transport will be handled by an IKEA carrier, you must pack the product well to avoid damage/dirt. If the product is not adequately packaged, the IKEA carrier may refuse to carry out the return transport, and you as a customer will have to arrange for the return transport of the product yourself, at your own expense.

### Note on the return of products – for business customers

If a product purchased by the company is faulty, the company may file a claim relating to the product in accordance with the provisions of the Swedish Sale of Goods Act. *What constitutes a fault in these contexts and the duration of the claim period is set out in Sections 17-21 of the Sale of Goods Act (Köplagen).* As a business customer, you are obliged to show or make available a receipt/proof of purchase/invoice when contacting IKEA. Please contact IKEA Customer Services as soon as the fault is detected. When making a claim, the product must always be returned to IKEA unless otherwise agreed. The easiest way to return a product is to return it to your nearest IKEA store. In cases where the company cannot organise a return, IKEA Customer Services should be contacted for further assistance with the matter. The return must be received by IKEA as soon as possible after the fault is discovered. Remember to pack the product well. Business customers are responsible for transport to IKEA. Indirect/consequential damages (such as loss of profit or loss of business opportunities) suffered by the company due to a defective or delayed product are not compensated by IKEA. The above provisions concerning *Purchase on approval* and Cost of Returns also apply to business customers.

## 9. Our services

IKEA offers various services to its customers (consumers) and business customers, such as assembly and installation. Some of these services are provided by another part of IKEA, and you will enter into a separate agreement for the service with a third party in connection with the purchase. In such a case, IKEA is not responsible for the third party; as such, you must approach the contractual party in the event of faults in, or delay to, the services.

You can read more about all services and the terms and conditions for them on [IKEA.se](https://www.ikea.se), under Customer Services - Services.

## 10. Our obligations

If your product has any faults or if the delivery is delayed, we are responsible for the damages you incur as a result of the fault or delay as prescribed by law. We are, however, only responsible for damages if you have taken reasonable actions to limit the damage. We are, therefore, not responsible for damage that you could have reasonably avoided.

We are not responsible for damages caused by unforeseen circumstances outside our control, for example (but not limited to) wars, pandemics, natural disasters, accidents or sabotage that we could not reasonably foresee (force majeure). If we are, due to force majeure, prevented from fulfilling our obligations, you are entitled to withdraw from the agreement as prescribed by law.

IKEA is entitled to reject a purchase independent of circumstances, for example if IKEA regards it as being necessary in order to protect its brand. IKEA is also entitled to cancel a purchase under certain circumstances, for example if IKEA suspects that the purchase is being made to commercially resell IKEA products. In this regard, IKEA may ask its customers for more information about a purchase.

## 11. Complaints and dispute resolution

You can contact us by visiting our stores or by contacting our Customer Services using the contact details shown at the beginning of these terms and conditions and on [IKEA.se](https://www.ikea.se). You can find the address of your nearest store to submit a complaint on [IKEA.se](https://www.ikea.se), under Stores and opening hours.

If IKEA has opposed your claim, you as a consumer may have the right to have the dispute examined by the National Board for Consumer Disputes (Allmänna Reklamationsnämnden). You can contact the National Board for Consumer Disputes through its website ([ARN.se](https://www.arn.se)) or by sending a letter to Box 174, SE-101 23 Stockholm, Sweden. IKEA will participate in any dispute resolution initiative. For an online alternative dispute resolution for cross-border purchases, see The European Commission's Alternative Dispute Resolution for consumers platform [here](https://adr.ec.europa.eu/). More information can be found on the National Board for Consumer Disputes website.

## 12. Personal data

IKEA Svenska Försäljnings AB (IKEA), corp. reg. no. 556074-7569, is the data controller for processing your personal data. In the privacy policy, which applies to all IKEA customers in Sweden, we provide you with information on how we process your personal data when you visit our websites, register an account with IKEA Family and IKEA Business Invoice or similar, purchase our products or services, or have other contact with us. IKEA works continuously on privacy matters, and we may therefore update this privacy policy. You can find the latest version of the privacy policy on [IKEA.se](https://www.ikea.se).