

Terms and condition for IKEA furniture buy-back and resell service

At IKEA we believe our products deserve a second life, as such we are willing to buy your used IKEA products from you. IKEA furniture buy-back and resell service enables us to help customers prolong IKEA furniture's life, by buying back their used IKEA furniture in return for an IKEA refund card and then reselling the furniture in the Circular Shop.

Furniture we buy back and resell in our Circular Shop 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.

All estimates are subject to a satisfactory physical inspection of the products by an IKEA co-worker and we do not agree to purchase your products until they have been inspected at the IKEA Store.

The final offer price given by the IKEA co-worker is final and not open to negotiation. If we accept your products you will be issued with an IKEA refund card for the agreed buy-back value. The IKEA refund cards are redeemable for a period no longer than 2 years from the date of issue. These products will then be placed in our Circular Shop for resale

Remark: these terms and conditions are in addition to, and do not affect, the IKEA Returns

Is there anything IKEA is unable to accept?

IKEA furniture buy-back and resell service is currently only available to buy back used personal household items only, and unable to accept quantities of more than 10 items in a same batch and commercially used items.

IKEA furniture buy-back and resell service is currently only set up to handle complete / fully functional furniture pieces.

The following categories of products are currently not eligible for IKEA furniture buy-back and resell service:

- Non-IKEA products
- Products purchased from the Circular Shop and As-Is
- Home furnishing accessories from Market Hall, including Lighting and Textiles
- Add on units, and componentry
- Mattresses & Bed Textiles (such as Blankets and Mattress toppers)
- Electrical appliances/products

The eligibility criteria

Our intention is to resell your products to a new home, and we want to ensure that the pre-owned products purchased by customers are of a high quality and meet our obligations. **To be eligible for IKEA furniture buy-back and resell service, products must:**

- be structurally sound and safe
- be in resalable condition
- be of acceptable quality and fit for the purpose the products are or were advertised for
- owned by you and not carrying any hidden debts or security interests
- match our descriptions of the products and not be modified from their original state
- meet the promises we make or propose to make about performance, condition and quality of the products.

*All upholstery items will be subject to a thorough assessment for stains and hygiene condition prior to acceptance. IKEA reserves the right in its sole discretion to refuse any product at the point of return.

General Terms

- These terms and conditions are in addition to, and do not affect, the IKEA Returns Policy, the IKEA Family Terms and Conditions and/or the IKEA Privacy Policy.
- IKEA is unable to accept any products that do not meet the above eligibility criteria and does not agree to purchase any IKEA product without a thorough in-store, physical inspection. IKEA reserves the right in its sole discretion to refuse any product at the point of return.

**Products that are not accepted must be taken away by the customer. If the customer doesn't wish to take the furniture away, the customer can contact the Recycling Centre IKEA Bang Yai or Customer Service counter IKEA Bangna.