



IKEA U.S. Annual Summary

Fiscal year 2024: September 1, 2023–August 31, 2024



Our commitment to affordability and accessibility

This past year was challenging for many. Higher interest rates, increased food prices, and other economic factors led to a decrease in disposable income for many Americans. As a retailer, we faced supply chain disruptions that impacted product availability. Amid these challenges, we are proud to have prioritized our customers and continued to focus on becoming more affordable, accessible, and sustainable.

In fiscal year 2024, we continued to be led by our vision of creating a better everyday life for the many people. With many having thinner wallets, we boldly lowered prices on nearly 1,500 products and introduced Buy now, pay later with Afterpay to ease the financial strain of major purchases.

In support of our commitment to becoming more accessible, we opened eight Plan and order points in addition to our existing 39 pick-up points and 21,000 FedEx collection points across the country. We also enhanced our distribution and fulfillment network to support our omnichannel growth strategy, ensuring we meet our customers' needs

and expectations whenever, wherever, and however they choose to shop with us.

Throughout the year, we remained committed to being a force for positive change in society by investing in clean energy solutions in our stores and units, as well as continuing to expand our Buy back & resell program to 49 of our 51 stores. Our commitment to becoming a better IKEA for our customers and co-workers has led to our highest customer satisfaction score to date and a reduced co-worker turnover rate of 22%, which is significantly lower than the U.S. retail industry benchmark.

We have seen major gains in our long-term investment in the U.S., with our market share increasing by 13.6% over the last five years. In 2025, we will celebrate our 40th anniversary, and we will continue to focus on reaching the many people and making their dreams of a better life at home a reality.



Javier Quiñones
CEO & Chief Sustainability Officer,
IKEA U.S.



Building better into everything we do



Better homes

For generations, we've been on a mission to bring inspiring and affordable home furnishings to the many people regardless of wallet size. We're focusing on omnichannel innovation to seamlessly integrate our physical and digital channels to bring IKEA to more people, and offering affordable products, services and solutions that make healthier and more sustainable living easier.



Better lives

People are at the heart of everything we do. We want to take a leading role in creating a fairer and more equal society. Starting with our co-workers and supply chain, extending to our customers, neighborhoods, communities and society at large—we're determined to be a force for good.



Better planet

We only have one planet, the home we all share. We're taking bold steps across our business to reduce our greenhouse gas emissions, minimize resource use and waste, and promote biodiversity and water conservation. We're making it easier for our customers to act, too.



Better company

We do business with a humanistic outlook, guided by our vision and values. We push to be a fair, inclusive, and empowering company with good governance and respect for human rights across our value chain. We reinvest a large part of our net income in our business with the remainder paid as a dividend to the Stichting INGKA Foundation to achieve its charitable purpose.



Better homes

Better homes

Low price with a meaning is our priority

We believe a better home can enable a better life. For nearly 40 years, IKEA U.S. has helped Americans live better lives by providing access to inspiring and affordable home furnishings—regardless of the size of their wallet. Even in challenging economic times, our priority is to remain as affordable as possible. In fiscal year 2024, we continued to focus on meaningful affordability. We identified cost-saving opportunities and improved efficiencies in our operations, enabling us to reintroduce New lower price on hundreds of our products. By continuously investing in quality, sustainable products, we ensure our offerings and services provide a better life at home at the lowest possible price. As we continue to grow in the U.S., we want to remain a trusted and affordable retailer that Americans look to for beautiful and functional home furnishings.



Delivering home furnishing inspiration

IKEA Open House

Not only was fiscal year 2024 the year of Storage Across the Home at IKEA, but it was also a year of firsts. We debuted [IKEA Open House](#), a signature event at one of the design industry's most influential gatherings—Miami Art Week. Held on South Beach in December 2023, the event included an immersive experience for press, influencers, and customers. With the help of our Home Furnishing & Design team, we showcased how our storage solutions can make life at home both beautiful and organized.

IKEA U.S. Style Guide

We were proud to announce our first-ever [IKEA U.S. Style Guide](#), highlighting four exciting interior design movements for 2024. From Scandinavian Folklore to Swedish Roots, the guide offered inspiration, insights, and expert designer tips to help people create happier homes.

IKEA Ready for College Bus Tour

We hit the road with the inaugural [IKEA Ready for College Bus Tour](#)! Our IKEA-themed school bus—furnished with new back-to-college solutions—visited more than 30 campuses across the country.

New tools & services

Throughout the year, we launched new tools and products to make IKEA more accessible, including a [Spanish-language website](#) and [Buy now, pay later](#) with Afterpay.

New collections

Our new collections featured [UTSÅDD](#), our first line of pet accessories; a limited-edition home workout collection, [TESAMMANS](#), in collaboration with Raw Color; and [MITTZON](#), our biggest and best family of office furniture to date.



"IKEA is expanding its presence in the U.S., making our stores more accessible and convenient for customers. Our smaller-format stores—like Plan and order points—are essential to this growth. Looking forward, we see numerous opportunities to bring IKEA closer to our customers through new locations and an enhanced digital experience, all while maintaining the affordable prices our customers expect."

Rob Olson | Chief Operating Officer, IKEA U.S.



Bringing IKEA closer to the many

We recognize how important accessibility is to our customers and we continue to innovate with customer meeting points like our Plan and order points and our newly announced small-format stores. Both formats are key parts of our growth strategy, aimed at providing more ways to meet our customers where they are and how they like to shop—all while continuing to offer affordable, quality products for the home.

Plan and order points

In fiscal year 2024, we opened eight Plan and order points in: Southlake, TX; Fairfax, VA; Katy, TX; Gaithersburg, MD; Arlington, VA; Annapolis, MD; Austin, TX; and Alpharetta, GA; making it even easier for customers to access our products. And new Plan and order points are coming to California, New Jersey, Arizona, Oregon, and Maryland in 2025.

Our first small-format IKEA store in the U.S.

We also announced [IKEA Rockwall](#), the first small-format IKEA store in the U.S. that we're building from the ground up. Located in the Dallas-Fort Worth area, IKEA Rockwall is set to open in 2026.

This store will offer a unique shopping experience, combining the convenience of a smaller footprint with our full range of IKEA products. Customers can purchase a variety of items in-store, from home accessories to smaller furniture pieces. Larger furniture items can be ordered for delivery or in-store pick-up.

The store will include multiple fully furnished room settings, showcasing local living solutions tailored to the Rockwall community. Additionally, the store's design will incorporate sustainable features like solar power, LEED-certified construction, EV chargers, onsite recycling, and native plant materials to reduce water consumption.

IKEA Rockwall will also feature our new Swedish Deli concept where customers can enjoy meals onsite. For customers on-the-go, quick takeaway items will be available from the Swedish Bistro.

Safer homes

Committed to creating safer homes

We're proud to be one of the first retailers to offer a line of chests of drawers that meets the latest U.S. federal stability standards. This initiative underscores our commitment to creating safer homes, building consumer trust, and being leaders in home safety.

Leading by example

With the enactment of the [STURDY Act](#) in 2022 which established new requirements for furniture stability, we took proactive steps to ensure our products meet those standards. In April 2024, [we announced](#) that all chests and dressers sold in the U.S.—including the new [GULLABERG](#) and [STORKLINTA](#) ranges—are compliant with the new regulation.

Innovation & collaboration

Our chests of drawers feature innovative stability solutions designed to prevent tip-over accidents, like our patented Anchor-and-Unlock solution, which requires the customer to anchor the dresser to the wall to enable multiple drawers to open simultaneously. To encourage further collaboration, we shared the patent for this solution with the furniture manufacturing industry. Through the IKEA patent pledge commitment, other manufacturers have access to use this solution to improve the safety of their own products.

We believe that everyone has the right to feel safe at home. By being one of the first to implement these features, we reaffirm our position as a leader in the home furnishings industry, committed to safety, innovation, and customer satisfaction.



"We're so happy to share how IKEA is transforming our product offer and customer education in our on-going journey to prevent tip-over accidents and enable consumers to lead a safer life at home. We all felt a sense of urgency to bring these new products to the market as quickly as possible."

Tracey Kelly | Program Lead for Safer Life at Home Development, IKEA U.S.



Better planet

Better planet

Creating a positive impact

We're committed to our goal of becoming fully circular and creating a positive impact on the environment. In fiscal year 2024, we continued to expand the number of eligible products for our Buy back & resell program, increased the total number of EV chargers at available IKEA U.S. locations, and boosted zero-emission deliveries in the U.S. by more than 90% since fiscal year 2023.



Buy back & resell

Almost all IKEA U.S. stores have implemented our [Buy back & resell program](#). At the end of fiscal year 2024, over 2,700 products were eligible to be bought back and resold in-store and online in our As-is section.

We launched a fully integrated marketing campaign around our circular services, highlighting our Buy back & resell, [As-is](#), and [spare parts](#) programs to spread awareness around how sustainability and affordability can go hand-in-hand.



Advocacy

Supporting clean-energy incentives

We're committed to doing our part in limiting the global temperature rise to 1.5°C above pre-industrial levels. We believe that investments in climate action create economic growth and jobs, and we're proud to work with companies from nearly every industry to support the clean energy incentives of the Inflation Reduction Act. We're excited to continue telling the story of how these clean energy incentives help us produce more energy in the U.S., boost the economy, and build a more sustainable future.

Supporting zero-emission policies

On our journey to provide our customers with zero-emission home deliveries, we continued to support policies that increase the supply of zero-emission delivery trucks in key states like Pennsylvania, New Jersey, and California. We also collaborated with the federal government to support the expansion of EV charging infrastructure for commercial delivery vehicles by sharing best practices from our work installing EV chargers.

Supporting policies to build a more circular economy

To achieve our ambition of becoming a circular business, we know we must support policies to build a more circular and innovative economy.

Over the last year, we've supported state and federal legislation that will increase the supply of recycled textile materials in California and expand recycling infrastructure across the country:

- **State legislation:** SB 707, the Responsible Textile Recovery Act of 2024
- **Federal legislation:** S. 1194, the Recycling and Composting Accountability Act of 2024, and S. 1189, the Recycling Infrastructure and Accessibility Act of 2024

More good things

ONE HOME, ONE PLANET U.S.

We brought ONE HOME, ONE PLANET U.S. back to the House of Sweden in Washington, D.C. for its second edition in March 2024. Over the course of the day, 100+ participants brainstormed actions to advance a circular economy, affordable housing, and clean construction.

Expansion of EV infrastructure

IKEA U.S. has plans to install a total of 500 public fast chargers and more than 300 fleet chargers in the coming years. We're using electric delivery vehicles in 48 locations, including New York City, Seattle, and parts of the Los Angeles market.

A "veggie" good addition!

In March 2024, we welcomed the newest addition to the plant-based food family: the IKEA plant dog! The meat-based IKEA hot dog has been savored by shoppers for over 40 years, and the plant dog has the same snap and taste as our iconic hot dog but comes at a lower price than the meat-based option.

Expanding our plant-based menu marks the continuation of our efforts to offer more plant-based options at an affordable price.



"In 2024, we took great strides toward our goal of creating a positive impact on our planet and our communities. We continue to evaluate each part of our operations, including the number of zero-emission deliveries completed, our Buy back & resell service, and support we can provide to the neighborhoods we work and live in. We will continue to work toward increasing circularity, reducing carbon emissions, and engaging with our communities."

Mardi Ditzel | Country Sustainability Manager, IKEA U.S.

We're taking bold steps...

... to reduce our climate footprint in the U.S. In fiscal year 2024, we generated approximately **770,111,079 kWh** of renewable energy, which is more energy than our locations consumed.*

**Includes entities or subsidiaries partly or wholly owned by IKEA Holding U.S., Inc. and Ingka Investments U.S., Inc.*



198,381
solar panels producing
52,367,868 kWh
of energy



104
wind turbines producing
703,691,771 kWh
of energy



183,577
acres of responsibly managed
forests



7
fuel cell arrays
producing 14,051,440 kWh
of energy



2
geothermal systems



317,933
zero-emission deliveries



374
EV charging stations across
56 properties



2,001,616
packs of LED bulbs sold



3,887,096
plant balls sold



Better lives

Better lives

Caring for people
is at the heart of
everything we do

Our efforts to improve the lives and well-being of our customers, co-workers, and the communities we serve are a vital part of our positive impact on the world around us.

We're focused on our people

IKEA is made by people, and we know each of our uniqueness makes us better. We all know your home is more than a house. At IKEA, we believe that your work is more than a job and that a better life at work equals a better life.

That's why we strive to be a great place to work where co-workers have the possibility to grow as individuals and in their professional roles, and where everyone feels welcomed and taken care of.

Supporting our co-workers' needs at work and at home is our top priority. That's why we actively engage in two-way conversations with co-workers and constantly evaluate our benefits, professional development opportunities, and workplace to ensure we support our co-workers' wellbeing in the best possible way.

Tack! (That's Swedish for "Thank you!")

Through our Tack program, all eligible co-workers—regardless of position or salary level—received an allocation to their retirement fund in appreciation of their loyalty and contribution during fiscal year 2024. The full-time allocation for the U.S. was \$472.07; part-time co-workers received a proportional amount in relation to hours worked.

Caring for co-workers

We expanded co-worker benefits by:

- Launching a more inclusive family and medical leave of absence (FMLA) equivalent policy for domestic partners and increasing the maximum leave available under the personal leave policy to 12 weeks.
- Adding a financial support program that provides low-cost loans for co-workers that are repaid through payroll deductions over time.
- Adding a Roth feature to our 401(k) plan to give co-workers the flexibility to diversify retirement money between pre-tax and after-tax accounts.
- Adding support services for co-workers with diabetes and hypertension.
- These services also provide virtual physical therapy for joint and muscle conditions.
- Adding a new platforms that helps co-workers and their families navigate Medicare information and make informed decisions.



We're better together

At IKEA, we know delivering to our growth ambitions, our passion, and our understanding of life at home, starts with our people.

We're proud that in fiscal year 2024, **voluntary co-worker turnover** in stores and warehouses fell by 18% **down to 22%**. This is well below the average industry voluntary turnover rate of 38% and gives us confidence that our efforts are showing positive results.

One of the biggest contributors to our significantly reduced turnover is that we listen. Every year we host an all-co-worker survey to gather feedback so we can improve the things that matter most to our co-workers.

Our commitment to people has never been stronger—creating an environment where everyone can be their unique selves, grow, and thrive!



"Our many coworkers are the key to our success in the US and focusing on their individual needs and dreams is a true reflection of our culture and values at IKEA. We believe investing in our people's growth and development, recognizing everyone's contribution and fostering an inclusive workplace, is vital for our future.."

Neena Potenza | Chief Human Resources Officer, IKEA U.S.

Our commitment to developing talent

Our long-term talent approach is designed to empower our co-workers to reach their full potential and support them along the way. It focuses on creating a culture of continuous learning and growth, offering clear and transparent pathways for career development.

Our talent approach includes:

- 1. Unleashing potential:** Joint responsibility of leaders and co-workers to develop talent, with clear career paths and development plans.
- 2. Equity in skills development:** Accessible and relevant learning for all, ensuring continuous skills development.
- 3. Values-based recruitment:** Hiring individuals who share our values and vision.
- 4. Readiness for roles:** Preparing co-workers for future roles with a succession bench.
- 5. Stability and tenure:** Valuing time in roles for promotion and career development.
- 6. Internal promotion and selection:** Prioritizing internal talent for new opportunities.



Spanish language website

In July 2024, [we launched our Spanish language website](#), marking a significant step in creating a more inclusive and accessible IKEA experience.

The website provides a complete in-language ecommerce experience, ensuring that Spanish-speaking customers can navigate and shop with ease. Additionally, customers can receive support before, during, and after their purchase from Spanish-speaking co-workers via the support phone line.

This initiative reflects the dedication we have to inclusivity and customer satisfaction, ensuring that more people can enjoy the unique IKEA experience. The new Spanish language website is now live and can be accessed at [IKEA en Español](#).



"At IKEA, we are committed to creating an inclusive and accessible shopping experience for all of our customers. With this new platform, we hope to make it easier than ever for our Spanish-speaking customers to shop with us and become part of the IKEA family."

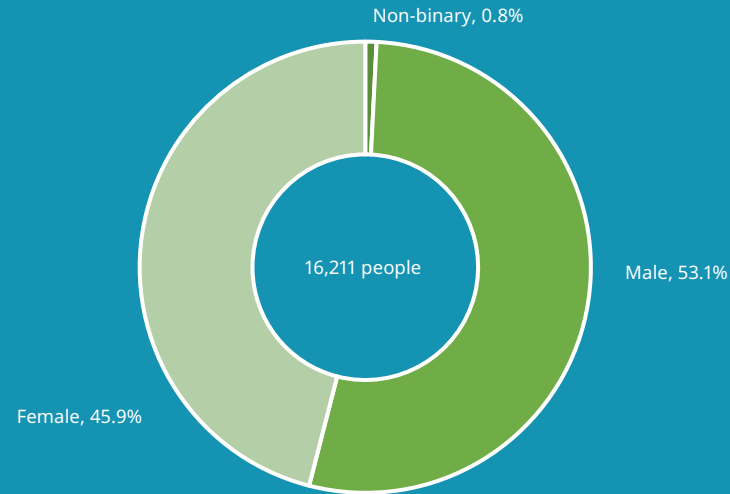
Jessica Santiago Byrd | Multicultural Marketing Communications Manager, IKEA U.S.

ED&I by the numbers

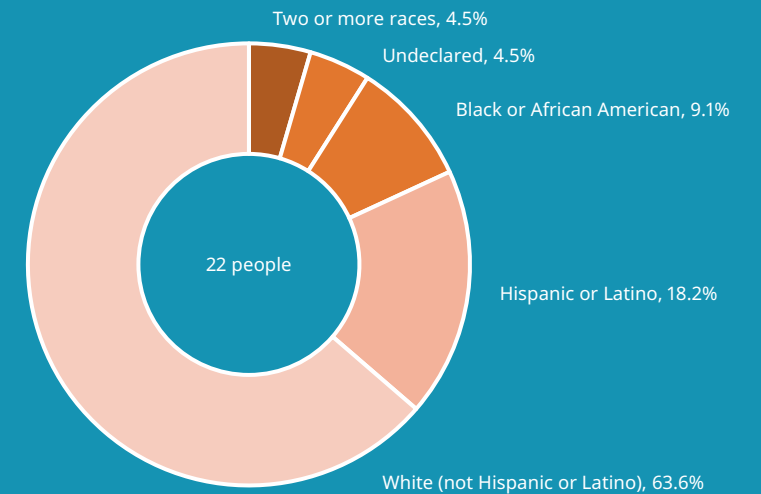
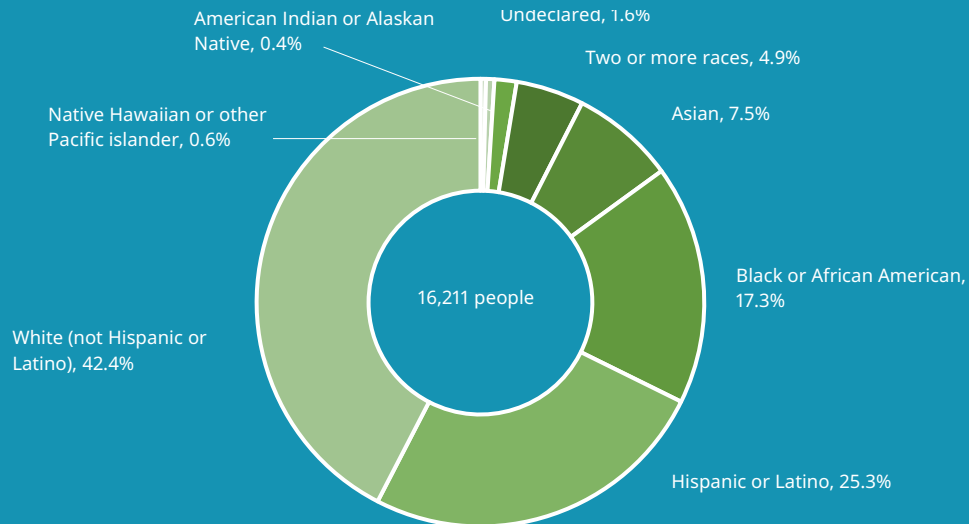
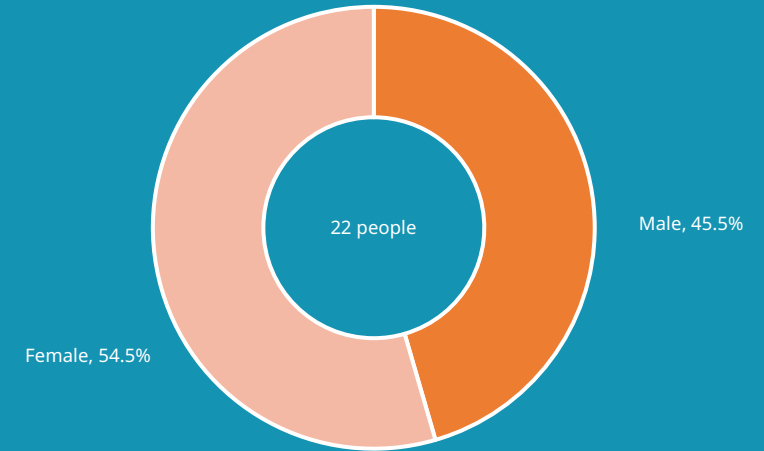
We aim to foster an inclusive environment where everyone feels valued.

By sharing this data transparently, we not only recognize the importance of understanding our current landscape but also affirm our commitment to continuous improvement and progress.

IKEA U.S. co-workers



IKEA U.S. country management team





Trauma-informed design

In fiscal year 2024, we took an exciting step towards building more inclusive and supportive communities by unveiling a [model home designed with trauma-informed principles](#) at IKEA Live Oak. This initiative shows our dedication to creating spaces that promote healing and well-being for those who have experienced trauma.

We teamed up with WestEast Design Group and Towne Twin Village to develop this model home, ensuring it embodies an empathy-based approach to design. Every element of the space is crafted to support the mental and emotional health of its occupants. By using sustainable materials and innovative solutions,

we aim to set a new standard for supportive housing.

Through the development process, we trained our co-workers on how to understand and apply trauma-informed design principles, ensuring a person-centered, empathy-led approach. Our model home at IKEA Live Oak will serve as a research hub to study the impact of trauma-informed design on residents. This research may guide future projects and help us expand these principles to more communities.

We remain dedicated to partnering with communities, co-workers, and customers to drive meaningful change. This trauma-informed design project is a testament to our belief that together, we can create a better everyday life for the many people.



"At IKEA, caring for people and the planet is at the heart of everything we do. We see an opportunity to build on the work of those who are already leading in trauma-informed design and use the approach to build resilient communities and create supportive spaces for the many."

Samantha Eisenman | Sustainability Business Partner, IKEA U.S.

Partnering for social change

We want to be a force for positive change. Together with our social justice partners, co-workers, and customers, we're working to make a significant and lasting impact. In fiscal year 2024*, we provided more than \$1.5 million in retail value of in-kind and financial donations to 220 nonprofits.

Support for the LGBTQ+ community

In June 2024, we donated \$100,000 from the sale of our rainbow cake to [True Colors](#), a nonprofit that provides support to LGBTQ+ youth experiencing homelessness. We also donated \$50,000 from the sale of our iconic [STORSTOMMA](#) rainbow shopping bags to [Rainbow Railroad](#), a nonprofit that helps LGBTQ+ people facing persecution based on their sexual orientation, gender identity, and sex characteristics in their native nations.

Updating our Progress Flag

We've updated our Progress Flag to the Intersex-Inclusive Progress Flag to represent the entire LGBTQIA+ community—celebrating diversity and promoting visibility. And we're renaming our LGBTQ+ co-worker resource group to LGBTQIA+ to be more inclusive of intersex identities and allyship

Support for those experiencing homelessness

For the past four years, we've collaborated with [Family Promise](#) in more than 20 markets to renovate and furnish temporary housing and shelters for families experiencing homelessness. In fiscal year 2024, we contributed \$25,000 to expand their homelessness prevention and shelter diversion services and more than \$65,000 retail value of in-kind product donations.

Support for disaster relief

Partnering with the [American Red Cross](#) to support disaster relief efforts has been a long-term commitment. In fiscal year 2024, we contributed more than \$150,000 retail value of in-kind donations. Also, through an Earth Month campaign, we donated \$50,000—and \$13,334 in customer donations—to support specific climate-related disasters that are increasingly more prevalent.

Support for kids after crises

In support of our longstanding partner, [Save the Children](#), we raised \$28,600 through a customer-donation campaign for their social-emotional support programming. This programming creates safe environments that promote recovery and healthy development for kids after they've experienced crisis. In addition to customer support, we contributed \$50,000.

*Fiscal year 2024 impact metrics are based on the combined financial and in-kind contributions made by IKEA U.S. RETAIL, LLC, IKEA North America Services, LLC and IKEA Distribution Services, Inc. (collectively, "IKEA U.S.") in the United States from September 1, 2023–August 31, 2024.



Better company

Better company

Creating a more seamless shopping experience

We're focused on meeting customers where and how they want to shop with us, while remaining affordable and providing quality products. In fiscal year 2024, we opened new stores and locations to bring IKEA closer to more communities, strengthened our fulfillment network to offer better delivery options, and enhanced our technology to improve operations and customer service. We're committed to modernizing our shopping experience and aim to offer inspiring home furnishings to more people across the country.



At your service

In fiscal year 2024, we continued to enhance our business operations and customer service to make shopping at IKEA more affordable, convenient, and accessible.

Discounted shipping & delivery

We introduced additional discounted shipping and delivery options for our IKEA Family loyalty members, making it easier and more affordable for customers to receive their purchases.

Standardized pricing for assembly

In March 2024, together with Taskrabbit we implemented standardized pricing for product assembly on taskrabbit.com. This change ensures consistent and transparent pricing, regardless of a customer's location. Initial results show that 50% more customers are adding assembly to their purchase through this new seamless booking experience.

Buy now, pay later

We introduced our first-ever [Buy now, pay later program](#) with Afterpay, providing increased affordability and

accessibility with a budget-friendly payment option for U.S. shoppers in-store and online.

Buy back & resell service

We made our circular services even more accessible. As of May 2024, nearly all stores offer our [Buy back & resell service](#), helping our customers to extend the life of their furniture and making sustainable living easier for everyone.

Improved customer satisfaction

We proudly received our highest customer satisfaction score to date.

Improved wait time

We improved the efficiency of our [Click & collect service](#), reducing the wait time for customers by more than 40%.



Embracing a digital transformation

In fiscal year 2024, we furthered our digital transformation throughout the business by creating digital touchpoints for customers, developing internal solutions for co-workers, and embedding digital practices into our ways of working to be more agile, cross-functional, and collaborative. We also made improvements to how we use technology to improve ecommerce and fulfillment processes.

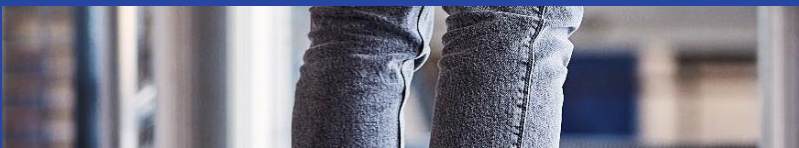
We integrated a [new payment experience](#) for **IKEA for Business** customers through Slope Tech Inc. Available on IKEA.com and through our Customer Support Center, this new payment option provides business owners access to capital with 30-day net terms, a streamlined checkout experience, enhanced budget management, and instant eligibility for up to \$100,000—simplifying the financial transaction process for the small and medium-sized businesses who shop with us.

We improved the IKEA shopping experience by providing better services for customers and advanced tools for co-workers:

- Enhanced the back-to-school **college discount program**
- **Fully integrated Taskrabbit assembly services** into the online experience, improving ease of booking.
- Enabled **mobile ordering, payment, and pickup at IKEA Restaurants and Bistros**, reducing queues and improving the overall food purchase experience for customers.
- Expanded **Click & collect** locations for customer pick-up, increasing convenience and accessibility.
- Improved **visibility of pick-up locations across channels** providing more flexible and convenient shopping experiences for our customers.
- We **launched a co-worker-focused platform** as an important phase in our journey towards making information more accessible and secure.

"At IKEA U.S. we are focused on refining our omnichannel strategy and intentionally looking for new ways to personalize digital customer experiences. We know most customer journeys start online, so perfecting this entry point is critical to our success. With our recent innovations, we have already seen significant improvements in customer feedback regarding our digital channels."

Amanda Effron | Chief Digital Officer, IKEA U.S.





Even better in FY25!

We have a lot to look forward to in fiscal year 2025! Here's what we have been working on:

- In December 2024, **IKEA Roseville**, which began as a temporary pop-up in the Minneapolis/St. Paul area, became a permanent Plan and order point. This transformation brings the IKEA experience closer to customers in the Twin Cities.
 - We also unveiled the transformation of **IKEA Arcadia** from a Plan and order point to a small store in December 2024. This new format aims to provide a more personalized shopping experience, offering tailored services and a curated selection of products to better meet the needs of the local community.
 - In January 2025, we finalized the remodel of **IKEA Memphis**. The update includes a central planning hub, an updated Showroom, and an expanded Swedish Restaurant
- with more than 100 seats. We've also enhanced service offerings like Click & collect, kitchen measuring and installation, and Taskrabbit assembly.
 - We're continuing to improve our stores by adding warehouse additions to **IKEA Miami** and **IKEA West Sacramento**, and renovating the Market Halls at **IKEA Stoughton** and **IKEA Charlotte**. These enhancements aim to streamline operations and improve the shopping experience for our customers.
 - We announced new Plan and order points opening in **California, New Jersey, Arizona, Oregon, and Maryland**. These new locations will provide more convenient access to our services, helping customers design and purchase their ideal home setups.

FY24 business highlights

In fiscal year 2024, we focused on enhancing efficiencies in our business operations and increasing accessibility. We concluded the year with \$5.5 billion in total sales.

We enhanced our ecommerce experience, resulting in a 5.6% increase in remote sales compared to the previous year. We also launched a Spanish-language website, [IKEA en Español](#), making shopping at IKEA more inclusive and accessible for our customers.

To remain affordable during challenging times, we reintroduced New lower price, leading to a 2.7% increase in the number of pieces purchased per basket. Despite reduced sales due to prevailing economic challenges in the U.S., we remain committed to effectively meeting our customers' needs and serving as an affordable resource.

In fiscal year 2025, we'll continue leveraging our \$2.2 billion investment slated for omnichannel growth to open new locations and maximize fulfillment networks to reach more Americans.



\$5,546,503,929
total sales of goods, food,
and services



62,982,810
visitors to our stores



440,109,361
online visitors



\$1,952,780,791
in ecommerce sales of
goods and services



\$477,104,445
in Click & Collect sales



62,074,265
meatballs, plant balls, and
veggie balls sold in our
Restaurants



~5,500,000
truck and parcel deliveries to
U.S. customers



124,790
Taskrabbit assembly
projects completed

IKEA in the U.S.

Our vision is to create a better everyday life for the many people by offering well-designed, functional, affordable, high-quality home furnishings, produced with care for people and the environment. We've been at it for almost 40 years in the US—and 80 years globally—continually evolving to meet and inspire the many people whenever and however they like to shop.

Better company

- 51

stores
- 10

Plan and order points
- 11

distribution units
- 39

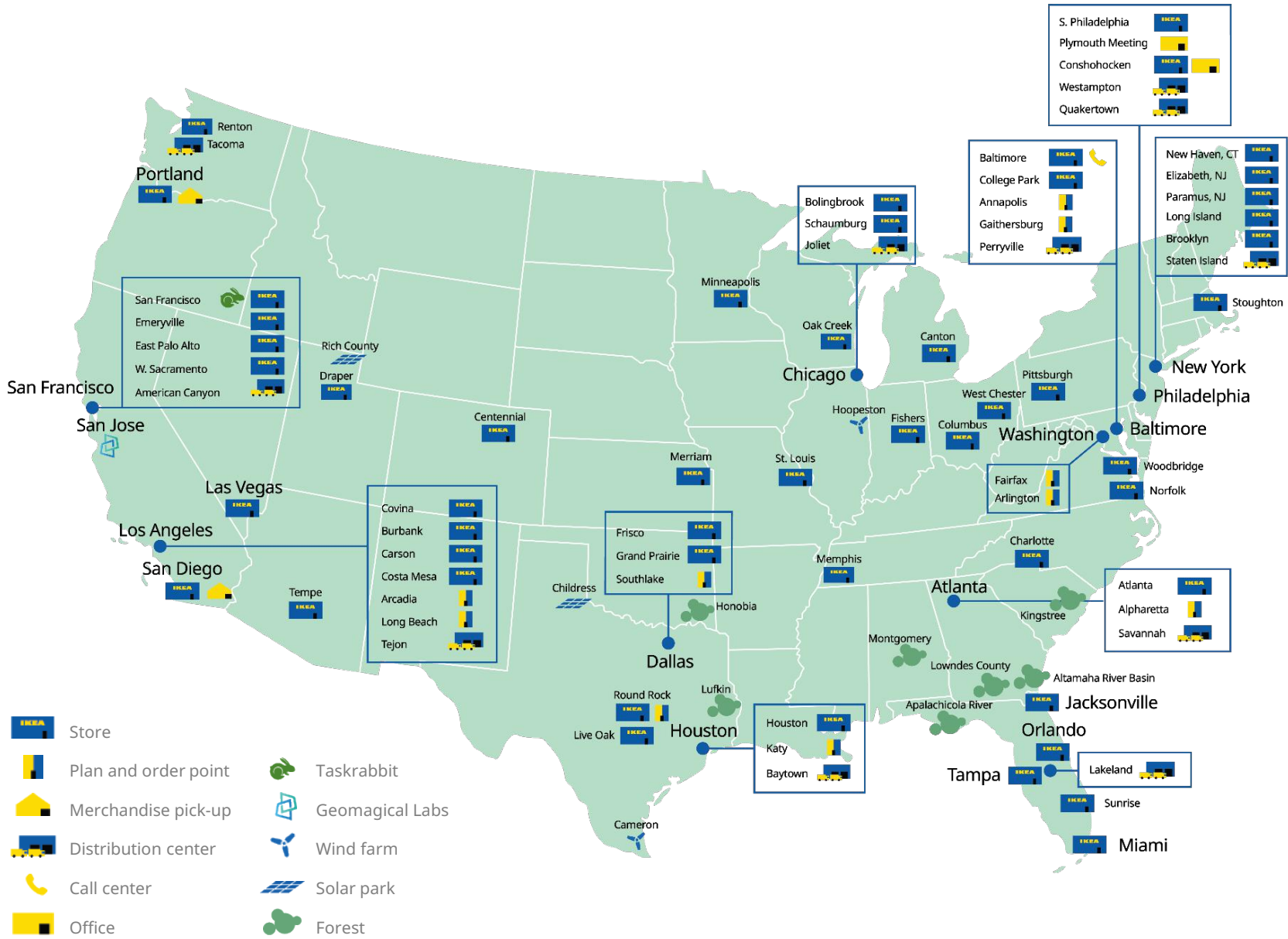
pick-up locations
- 2

wind farms
- 2

solar parks
- 183,577

acres of forests
- 15,622

co-workers





Want to learn more?

Go to [IKEA-USA.com](https://www.IKEA-USA.com)

