

IKEA Return via Parcel Service

Effective Date: 27 January 2025

Terms & Conditions

Agreement

1. These terms and conditions form a legally binding contract between you, ("**Customer**", "**you**", "**your**"), and IKEA Pty Limited ("**IKEA**", "**we**", "**us**" and "**our**"), and govern the terms offers with our Return via Parcel Service ("**Service**"). By using the Service, you acknowledge and accept the terms and conditions below.

Service eligibility

2. To be eligible for the Service, you must ensure the following criteria are met:
 - (a) return of IKEA products comply with the IKEA AU Return, exchange and cancellation policy published on the IKEA website;
 - (b) the IKEA products to return are not damaged or defective at the time of return;
 - (c) the IKEA products to return are from the same order and are packed by the customer in accordance with the Packaging Guideline (below).

Service Location

3. We offer this Service via our trusted partner's collection depots. Information related to the collection depots will be provided to you after you complete the parcel return form on the IKEA website. Please note that this Service is not available in all areas and locations in Australia.

Service Fee and Refund

4. A service fee (as stated on the IKEA website) will be deducted from the total refund amount. If the total refund amount is less than the service fee, the total refund amount is \$0.
5. Once our partner transport the IKEA Products to return to an IKEA unit, the condition of the IKEA products will be inspected. In accordance with the IKEA AU Return, exchange and cancellation policy, IKEA may at its sole discretion reduce the total refund amount to reflect any reduction in the resale value of the IKEA products. Any refund and reduction will be proportionate to the retail value or the purchase price of the IKEA products in the condition returned.
6. Refunds will be issued to the original payment method (credit card or bank account) within 14 days of receiving the return at our store.

Packaging Guidelines

7. Customers are responsible for ensuring products are securely packaged according to the following Packing Guidelines:
 - (a) The IKEA products to return are from the same order;
 - (b) The IKEA products to return are packed in a box or satchel ("**Parcel**").

- (c) The length, width and height of the Parcel does exceed 120cm.
- (d) Each Parcel with IKEA products inside weigh less than 22 kg.

Please do not have IKEA products from different orders in the same Parcel.

- 8. Our partner may refuse collection if the Parcel do not meet the Packaging Guidelines.
- 9. Our partner do not provide packaging or assist with packaging at the collection depots.

Damaged or defective products

- 10. Damaged or defective IKEA products are not eligible for the Service. Please visit our [website](#) for more information or contact our [Customer Service Center](#).

Limitation of liability

- 11. You acknowledge that no express or implied guarantee is provided to you with respect to the Service and that additionally IKEA is not liable to any loss or damage whatsoever suffered (including but not limited to indirect or consequential loss) or for personal injury suffered or sustained as a result of the provision of the Service, except for any liability which cannot be excluded by the Australian Consumer Law.

Right to correct and adjust

- 12. IKEA reserves the right to update these terms and conditions and change the terms and conditions from time to time to reflect changes to the law or changes to our services.

Governing Law

- 13. These terms and conditions are governed by the applicable laws in-force in New South Wales, Australia.