



IKEA Family Loyalty Program (Australia)

Effective: 10 February 2025

Part A - General Terms and Conditions

As an IKEA Family member, you will have access to some exciting benefits, rewards, and a lot more to help you save money, time and fuss!

Your IKEA Family Account

1. **Terms and Conditions:** These terms and conditions form a legally binding contract between you, a customer signed up to an IKEA Family Account ("**Customer**", "**you**", "**your**"), and IKEA Pty Limited ("**IKEA**", "**we**", "**us**" and "**our**"), and govern your access to the IKEA Family Loyalty Program in Australia and your IKEA Family Account, use of the IKEA Family card; and any benefits or rewards made available in the IKEA Family program. You are deemed to accept these Terms and Conditions when you sign up to an IKEA Family Account and by participating in the IKEA Family program.
2. **Eligibility:** To be eligible to hold an IKEA Family account ("**IKEA Family Account**"), you must:
 - (a) be aged 18 years or over;
 - (b) have a current Australian address;
 - (c) have a verifiable mobile number; and
 - (d) have a verifiable email address.

Each email address cannot be associated with more than one IKEA Family Account.

3. **Updating your details:** As an IKEA Family member, it is your responsibility, and a condition for your membership to provide accurate, current and complete information (including your name, a verifiable email address and mobile number), and undertake to keep IKEA updated of any changes to such information.
4. **Membership card:** As we strive to be environmentally conscious, we no longer issue physical cards – only digital cards. Previously issued physical cards can still be used but will not be replaced.
5. **Present your membership details:** Your IKEA Family membership details or IKEA Family card must be presented to be eligible for IKEA Family member benefits and rewards. We reserve the right to refuse to offer any IKEA Family benefits or rewards if you are not able to be identified as an IKEA Family member.
6. **Access to your IKEA Family Account:** IKEA Family membership is non- transferable and may be used and accessed only by you directly. You acknowledge that you may under no circumstances share your IKEA Family membership with a third party, register multiple IKEA Family memberships or use your IKEA Family membership for reselling of IKEA products or services to third parties.

7. **Personal Information:** We will need to collect personal information from you in order to administer your IKEA Family Account. IKEA will store, process and use your personal data in accordance with the IKEA [Privacy Policy](#). IKEA will also use your personal information to track your engagement and purchasing behaviours with IKEA Family and to assist us to ensure the relevancy of content sent to you.
8. **Changes and Modifications:** Subject to condition 9 below, IKEA may, in its sole discretion and at any time (acting reasonably):
- (a) terminate IKEA Family;
 - (b) cancel an IKEA Family Account; or
 - (c) cancel an issued or refuse to issue an IKEA Family card.
9. **Notice:** From time to time, IKEA will need to make changes to these Terms and Conditions, for example to reflect operational changes, to vary the rewards and benefits available and for compliance with laws. IKEA will use its reasonable endeavours to notify you of changes to these Terms and Conditions in advance of the changes taking effect in the following manner:
- (a) in the case of minor amendments, where new or additional benefits are being added to IKEA Family or where the changes are generally beneficial to you or do not have an adverse impact on you, by notice on the IKEA Family web page in advance of the change taking effect;
 - (b) in the case of any more significant new amendments that may impact you, or are a more substantial revision of the Terms and Conditions, by giving you no less than 30 days' notice by email to your email address nominated in your IKEA Family Account.

In some cases, we may need to introduce a change more urgently (for example to reflect a change in laws, or for unexpected operational or other reasons beyond our control), in which case we will give IKEA Family members as much notice as reasonably possible in the circumstances.

You have the right to cancel your IKEA Family Account at any time (see condition 13 below).

If you continue to use your IKEA Family Account after the changes to the Terms and Conditions have taken effect, you will be deemed to have accepted the updated Terms and Conditions.

10. **Contacting IKEA Family:** In case you have feedback, comments or questions regarding IKEA Family, your IKEA Family Account or these Terms and Conditions, please contact IKEA Australia customer service [online](#) or by phone:

State / Territory	Contact number	State/Territory	Contact number
NSW/ACT	(02) 8020 6641	SA	(08) 8234 3333
VIC/TAS	(03) 8523 2154	WA	(08) 8234 3944
QLD/NT	(07) 3380 6800		

Intellectual property

11. **IKEA ownership of intellectual property:** All title, ownership, rights, and intellectual property rights in and to IKEA Family, IKEA.com.au and the IKEA brand will remain with IKEA or our franchisor, Inter IKEA Systems B.V.
12. **Use:** You may not use or reproduce any of our copyrighted material, trade marks, service marks, patents or other proprietary rights or material.

Termination and suspension of your IKEA Family membership

13. **Cancelling your IKEA Family Account:** You may cancel your IKEA Family membership at any time by opting to delete your IKEA Family Account within the account settings. If you do so, you will no longer be able to benefit from the IKEA Family membership and its benefits and rewards. Any benefits accrued at the date of cancellation will be forfeited and may not be redeemed following cancellation.
14. **Termination or suspension of your IKEA Family Account:** We may, in our sole discretion, terminate or suspend your IKEA Family membership by providing notice to your registered email address if:
 - (a) you have not provided accurate, current and complete information including a verifiable email address and mobile number within 30 days of creation of your IKEA Family membership;
 - (b) we consider, or have reasons to believe, that your use of the IKEA Family membership is or is likely to be in breach of these Terms and Conditions;
 - (c) we suspect fraud, unauthorised use or abuse of our services, benefits and rewards, or any other use of the IKEA Family membership that we consider not acceptable to IKEA; or
 - (d) your IKEA Family Account has been inactive for more than 3 years. By inactivity, we mean that you have not interacted with IKEA including logging in to your profile, opening our emails or making a purchase which is recorded in your IKEA Family Account.
15. **Actions upon suspension:** Upon suspension, your IKEA Family Account may be blocked for further usage until you have taken our recommended action to unblock the IKEA Family Account (e.g. to unlock an unverified new IKEA Family Account, you must provide us a verifiable email address and mobile number).
16. **Consequences of termination:** Further, all rights and obligations under these Terms and Conditions will automatically terminate except for rights of action occurring prior to termination, payment obligations, and sections entitled "Intellectual property", "Limitation of liability" and "Applicable law and disputes".
17. **Rectifying breaches:** If any rewards or benefits awarded to a member under these Terms and Conditions are subsequently found to have been issued as a result of or in connection with a breach of these Terms and Conditions or any fraud or unauthorised use of the IKEA Family membership, or due to errors of IKEA, IKEA reserves the right to cancel or reverse any reward voucher or reward keys or other benefit issued to the member.

General

18. **Limitation of liability:** To the extent permitted by applicable legislation, IKEA will not be liable to you for any loss or damages of any kind, including without limitation:
- (a) for any indirect, special or consequential damages, arising out of IKEA Family membership; and
 - (b) In connection with the taking or use of any benefits, rewards or offers provided under these Terms and Conditions; or
 - (c) arising out of your failure to comply with these Terms and Conditions.

Nothing in these Terms and Conditions excludes, restricts or modifies rights you may have under the Australian Consumer Law or any other law in relation to the goods or services provided by IKEA.

19. **Acceptable Use:** You may use your IKEA Family membership only for authorised purposes in accordance with these Terms and Conditions. You must not misuse or tamper with the features and services that you get access to through your IKEA Family membership (e.g. hack, introduce viruses, trojans, worms, logic bombs or other technologically harmful material, or carry out denial of service attacks or any other technologically harmful practice or material) or otherwise misuse or tamper with our technologies or functionalities
20. **Responsibility for your IKEA Family Account:** You are responsible for all use of your IKEA Family Account. Please keep your account details secure, including maintaining the confidentiality of your password. If you believe that an unauthorised person has access to your password and/or your IKEA Family Account, you must contact the IKEA Australia Customer Centre (see condition 10 above) immediately as well as changing any compromised passwords.
21. **Verification:** IKEA reserves the right to verify the validity of any rewards or benefits associated with your IKEA Family Account and revoke any reward or benefit that IKEA knows or reasonably suspects has been obtained through tampering or which has otherwise not been earned in accordance with these Terms and Conditions (as determined by IKEA in its sole discretion).
22. **Availability:** All products or services are advertised in good faith to be available at time of the offer. However, unforeseen problems or unexpected demand may occasionally result in certain products or services being unavailable.
23. **IKEA's right to correction:** While great care has been taken to ensure the accuracy of all prices and descriptions, IKEA reserves the right to correct any errors and adjust prices (including GST, customs duty or other statutory charges that are out of our control).
24. **Returns:** All return of product(s) are subject to IKEA standard returns and exchanges policy and the Australian Consumer Law. In the case of any refund, the value of any discount, benefit or reward received will be deducted from the refund amount (subject to the Australian Consumer Law).
25. **Applicable law and disputes:** These Terms and Conditions are governed by the laws of New South Wales, without regard to any rules or principles on conflicts of laws. Any

dispute, claim or controversy arising or relating to these Terms and Conditions will be resolved by the applicable courts in New South Wales.

Part B - Reward keys from IKEA Family

26. **Reward keys:** As an IKEA Family member, you may earn “reward keys” on your purchases of eligible IKEA products and services. Reward keys may be earned in store or online (via the [IKEA.com.au](https://www.IKEA.com.au) website or IKEA App) using your IKEA Family Account by interacting with IKEA in the ways described below.
27. **Eligibility and exclusions:** The reward keys program is limited to IKEA Family members with active IKEA Family Account only. Members of the IKEA Business Network or any IKEA Family program operated outside Australia cannot earn reward keys. If you are unable to login to your IKEA Family Account via [IKEA.com.au](https://www.IKEA.com.au) or the IKEA App, your account may be inactive and you may need to register a new IKEA Family Account to earn reward keys. An IKEA Family Account will become inactive if it has not been used for more than 3 years.
28. **Earn and redeem reward keys:** For more information on earn and redeem reward keys, please see [IKEA Family webpage](#) and IKEA Family Reward Keys Earn & Redeem Information Summary. IKEA will use its reasonable endeavours to notify you of changes to the available rewards in advance of the changes taking effect.
29. **Limits on reward keys from interactions with IKEA Family:** Certain interactions may only accrue reward keys once in a specific period, for example, once per week. If this is the case, this will be detailed on the [IKEA Family webpage](#) and IKEA Family Reward Keys Earn & Redeem Information Summary. For these interactions, you will only collect reward keys the first time in the relevant period that you have the relevant interaction with IKEA Family.
30. **Events:** Only specified IKEA Family events will qualify to receive free reward keys. Details of reward keys available for attending IKEA Family events will be made available when IKEA advertises an IKEA Family event. IKEA Family members that register for, but do not attend an eligible IKEA Family event will not receive the relevant reward keys.
31. **Use your IKEA Family card or IKEA Family Account details for all purchases and interactions:** Reward keys will only be credited to your IKEA Family Account when you scan your IKEA Family Account membership card (in store) or when you are logged in to your IKEA Family Account (online) at the time of the relevant eligible purchase or interaction. Reward keys cannot be credited after the time of the purchase or interaction, even if you have a receipt or other evidence of the purchase or interaction.
32. **Applying reward keys:** Subject to condition 31, reward keys will be credited to your IKEA Family Account as follows:
 - (a) in the case of the purchase of IKEA products, within 48 hours of the time of purchase;

- (b) in the case of eligible orders, both in store and online, including transport and / or assembly services, within 48 hours of the completion of the last service included in the order;
 - (c) in the case of transactions involving multiple eligible purchases consisting of multiple order types (e.g. in-store cash and carry purchase and a purchase including transport and / or assembly services) the applicable reward keys may be credited to your IKEA Family Account separately for the various order types within 48 hours of completion of each specific order type; and
 - (d) in the case of any of any other eligible interaction, within 48 hours after the eligible interaction or confirmed attendance at the eligible event or appointment (as applicable).
33. **Reward keys expiry:** You can check your total number of available reward keys at any time by accessing your IKEA Family Account on the [IKEA.com.au](https://www.IKEA.com.au) website or the IKEA App. Reward keys will expire 24 months after the date on which they were earned. Reward keys which have not been used before their expiry date will be forfeited.
34. **Rewards:** IKEA may change or introduce new rewards from time to time. The value of certain rewards offered within the program may change based on variations to the retail price of IKEA products and services. Please see [IKEA Family webpage](#) and IKEA Family Reward Keys Earn & Redeem Information Summary more information.
35. **Unlocking rewards:** Rewards can be unlocked using your available reward keys total on your IKEA Family Account via the [IKEA.com.au](https://www.IKEA.com.au) website or IKEA App. You may redeem your reward by selecting a chosen reward or benefit and redeeming reward keys for a unique voucher code corresponding to your chosen reward. A copy of the unique code will also be sent to the email address associated with your IKEA Family Account. Your unique code can be accessed on your IKEA Family Account and may be redeemed in store or online in accordance with the terms set out below. Rewards may be redeemed by scanning your IKEA Family membership card or providing your IKEA Family membership details in store or online. Swedish Restaurant rewards are subject to availability at the time of redemption.
36. **Voucher redemption period:** Once you select a reward to redeem, you will be provided with a voucher to apply. You will have 90 days to use your reward voucher from the time you claim the reward voucher. Vouchers will expire at 11:59pm (local Sydney time) on the relevant day. Any vouchers which are unused after 90 days will be forfeited and no replacement or refund of reward keys or an equivalent reward will be offered.
37. **Redemption:** Vouchers cannot be used in conjunction with any other special, discount, promotional offer or IKEA Family or IKEA Business Network member offers unless otherwise stated. See also further terms and exclusions for reward key reward offers as set out on our [IKEA Family webpage](#) and IKEA Family Reward Keys Earn & Redeem Information Summary. .
38. **Changes to reward keys:** IKEA reserves the right to:

- (a) modify in whole or in part, suspend, block or terminate the reward keys program at any time, or temporarily suspend the accumulation of reward keys;
 - (b) change the types of interactions which are eligible for earning reward keys;
 - (c) change the number of reward keys which may be earned in connection with any eligible interaction or purchase;
 - (d) modify the requirements for earning reward keys in connection with eligible interactions;
 - (e) add or remove rewards which may be redeemed with reward keys; and/or
 - (f) change how many reward keys are needed to choose and enjoy rewards.
39. **Returns:** If you return a product which earned reward keys, the number of reward keys earned on that purchase will be deducted from your reward keys total on your IKEA Family Account. If the number of reward keys to be deducted is greater than your then current reward keys total, your reward keys total may show a negative total. In the event that you return a product purchased in whole or part with a voucher redeemed from your reward keys total, you will receive a refund equivalent to the price you paid for the product and no replacement or refund of reward keys or equivalent voucher will be offered.
40. **No transfer or cash redemption:** Reward keys are not refundable or transferrable and cannot be redeemed for cash. Reward keys can only be used to choose and enjoy rewards available through your IKEA Family Account.

Part C: Other Benefits and Rewards

41. **Other benefits and rewards:** IKEA Family Members will also have access to the following additional benefits and rewards offered by IKEA (subject to change from time to time in accordance with these Terms and Conditions):

Reward	How to unlock your rewards	Terms and Conditions
Welcome reward	Redeem a voucher in-store or online	Reward: New IKEA Family members will receive a \$10 voucher for use towards a single purchase in store or online during the Redemption Period. Redemption Period: The Redemption Period is 30 days from the date the IKEA Family member signs up to an IKEA Family Account. Redemption Purchase: To use the welcome reward \$10 voucher, there is a minimum spend of \$50 on IKEA home furniture and furnishing products or products from Swedish Restaurant,

Reward	How to unlock your rewards	Terms and Conditions
		Swedish Cafe, Bistro or Swedish Food Market in a single transaction, excluding: (a) IKEA Gift Cards; and (b) IKEA services (such as picking, delivery, assembly, installation, custom stone, takeback/recycling and planning and interior design services). 4. Only one offer a time: The Reward is not available in conjunction with any other special, discount, promotional offer or IKEA Family or IKEA Business Network member offers unless otherwise stated. 5. No transfer or cash redemption: The Reward and the voucher are not transferrable and cannot be redeemed for cash. 6. Redeem once only: Each voucher can only be redeemed once.
Birthday reward	Redeem a voucher in-store or online	1. Reward: Eligible Members will receive a \$10 voucher for use towards a single Redemption Purchase in store or online during the Redemption Period. 2. Eligible Members: The Reward is only available to IKEA Family members who opted into receiving personalised communication via email and received the \$10 voucher via email. 3. Redemption Period: The Redemption Period is 30 days from the date of receipt of the voucher. 4. Redemption Purchase: To use the birthday reward \$10 voucher, there is a minimum spend of \$50 on IKEA home furniture and furnishing products or products from Swedish Restaurant, Swedish Cafe, Bistro or Swedish Food Market in a single transaction, excluding: (a) IKEA Gift Cards; and

Reward	How to unlock your rewards	Terms and Conditions
		(b) IKEA services (such as picking, delivery, assembly, installation, custom stone, takeback/recycling and planning and interior design services). 5. Only one offer a time: The Reward is not available in conjunction with any other special, discount, promotional offer or IKEA Family or IKEA Business Network member offers unless otherwise stated. 6. No transfer or cash redemption: The reward and the voucher are not transferrable and cannot be redeemed for cash. 7. Redeem once only: Each voucher can only be redeemed once.
Member priced products	Scan your IKEA Family card or enter your IKEA Family Account details to access special pricing	1. Benefit: IKEA Family Members are eligible to exclusive IKEA Family member priced products in store and online. 2. Varying products and promotion time: IKEA Family member priced products change regularly and may have different promotion time in different stores or online. 3. Stock limit: The Benefit is only available while stocks last. Please note availability of products may vary between stores and online and some products might not be available in one or more stores or online.
Member priced food products	Scan your IKEA Family card or enter your IKEA Family Account details to access special pricing on food products	1. Benefit: IKEA Family Members are eligible to exclusive IKEA Family member priced food products (including meals) from Swedish Restaurant, Swedish Cafe, Bistro or Swedish Food Market in store. 2. Varying food products and promotion time: IKEA Family member priced food products change regularly and may have different promotion time between stores. 3. Stock limit: This benefit is only available while stocks last. Please note availability of food products may vary between

Reward	How to unlock your rewards	Terms and Conditions
		stores and some food products might not be available in one or more stores.
Exclusive workshops and events	Scan your IKEA Family card or enter your IKEA Family Account details to register for exclusive workshops and events	1. Benefit: We host a range of IKEA workshops and events exclusive to IKEA Family members. 2. Check-in: During our events, we check-in attendees. Please make sure you have your IKEA Family membership details or IKEA Family card with you at all time. 3. Availability: Please note availability of spots may vary between stores and some workshop or event might not be available in one or more stores. 4. Cancellation: We reserve the right to cancel or postpone any workshops or events. 5. Additional terms and conditions: There may be specific terms and conditions applicable to the different workshop or event. For more information, please check our website regularly.
Digital receipt and records	Available through your IKEA Family Account	1. Benefit: For your convenience, IKEA stores digital receipt and your transaction history for up to 3 years from the date of your purchase made in store or online using your IKEA Family membership. 2. Must provide IKEA Family details: Please note we can only store the digital receipt and transaction history where you presented your IKEA Family membership details at the time of purchase in store or online, or where you logged in to your IKEA Family Account at the time of purchase. 3. Cancellation and deletion of IKEA Family Account: In the event that your IKEA Family membership is cancelled or deleted, your digital receipts and records from your past purchases will be deleted, and cannot be used as proof of purchase when returning or exchanging products.

Reward	How to unlock your rewards	Terms and Conditions
		4. System failure: IKEA reserves the right to withdraw or terminate this feature if there is a system failure or technical issues affecting the traceability of the digital receipt or record. 5. Retain proof of purchase for warranty or change of mind: Customers are responsible for maintaining adequate proof of purchase for all warranty and change of mind purposes at all time and should not rely on this digital receipt or record. 6. Exclude IKEA food and unpaid orders: This service excludes purchases made in Swedish Restaurant and Cafe, IKEA Bistro, IKEA Swedish Food Market or unpaid customer orders.
Oops- assurance	Available through your IKEA Family Account	1. Benefit: IKEA Family members may exchange damaged products or replace damaged components where the damage occurs during the transportation or assembly by the IKEA Family Member, provided the IKEA Family Member returns the damaged component or product within 14 days from the date of purchase. (This benefit applies in addition to any rights that the IKEA Family Member may have under IKEA's policies and the Australian Consumer Law in respect of products that are damaged or defective on purchase). 2. How to exchange: The member must return the damaged product to an IKEA store or contact IKEA Remote Customer Meeting Point to have a product or a component replaced. 3. Replacement of damaged component: For minor damage or damage of one or more components of a product, only the damaged component will be replaced. For example, if a cabinet has been returned and only the door was

Reward	How to unlock your rewards	Terms and Conditions
		damaged, IKEA will replace only the door, not the entire cabinet). 4. No assurance to transportation or assembly by external service provider: Assurance does not apply if an external service provider has been used for transport or assembly.