



## **Terms and Conditions for IKEA AS**

Last updated: 01.02.2025

These terms and conditions apply when you purchase goods and/or services from our online store [www.ikea.no](http://www.ikea.no), the IKEA app, or when you order goods and/or services from one of our stores, plan & order points, or by contacting one of our employees via phone/chat.

### **Order confirmation**

We confirm your order by sending an order confirmation to you. Please review the order confirmation to ensure it matches your order. If something is incorrect, contact us as soon as possible.

### **Contact information**

Address: Billingstadsletta 18, 1375 Billingstad

Contact us: <https://www.ikea.com/no/en/customer-service/contact-us/>

Email: [velkommen@ikea.com](mailto:velkommen@ikea.com)

Phone: 64 00 12 73

Seller: IKEA AS

Company register: NO914787521MVA

### **Agreement and parties**

The agreement between the buyer (you as a customer) and the seller (IKEA AS) consists of the information IKEA provides about the purchase in the online store, any direct correspondence between the parties, as well as these terms of purchase. In case of conflict between the information provided by IKEA about the purchase, or in direct correspondence between the parties and the terms of purchase, the correspondence between the parties and the information given in the online store shall take precedence over the terms of purchase, as long as it does not conflict with binding legislation.

### **Conclusion of the agreement**

The agreement is binding for both parties when IKEA has received your order. However, the parties are not bound by the agreement if there is anything in the order or offer from IKEA that is clearly and reasonably incorrect.

### **Pricing and payment**

Prices for the goods are indicated including VAT at the checkout before the order is completed. You will get an overview of what you need to pay for the goods, in addition to shipping. Payment is made in the last step at the checkout, using available payment methods. If you have ordered via phone or email, [you pay for the order here](#). The order must be paid on the same day it is placed, otherwise the delivery date may be postponed.

### **Delivery home or to a pick-up point**

You can search for and track your order yourself using our tracking feature. When placing an order, you choose the date and time slot for delivery. As the delivery date approaches, you will receive a reminder via SMS or email. If there are any delays in production or delivery and the delivery time is changed, IKEA will contact you. For large orders over 10 cubic meters, the delivery must be split, and the transport costs will be calculated per delivery.

### Parcel delivery

The package is delivered to the pick-up location or locker you have chosen, and we will keep you updated along the way and send you an SMS as soon as the package is ready for pick-up. Please note that the order may be divided into multiple deliveries. You can see this in your order confirmation.

### Parcel delivery to the door

We will keep you updated along the way and send you an SMS before delivery. You can choose contactless delivery at the tracking link we send you via SMS if you are not at home to receive the goods. In that case, Posten will leave the goods in a safe place you select. If you haven't opted for this and are not at home to receive the package, it will be returned to the nearest pickup location. You will receive a new SMS as soon as the package is ready for pick-up.

### Delivery

We will contact you before the scheduled delivery on the phone number you provided when placing the order. When ordering delivery to the curbside, the order will be delivered to the first obstacle, e.g., the main door of the house at street level. If you have chosen delivery inside the door, the order will be delivered inside the door and placed together at the same specified location, at the agreed delivery address. If the product is too large to be carried inside the door, it will be delivered to the curbside. Someone over the age of 18 must be present to sign for the delivered goods.

### **Important to remember:**

- There must be a drivable road to the delivery location, so the truck can get all the way there.
- If you live at an address without mainland access, we will deliver to the ferry dock/quay.
- Prepare the delivery location by removing any objects that might be in the way and covering the floor.
- Return products must be ready for pick-up and will be picked up from the same place where the order is delivered.
- Any toll fees on private roads are paid by you as a customer.
- If you discover damage to your property after delivery, you should report this to IKEA as soon as possible.

### Bring pick-up locations

The goods will be prepared for you and must be picked up within the time window you selected when ordering. You will receive a reminder via SMS with the date, time, and address for pick-up. Remember to have your order confirmation ready for display. If someone else is picking up the

order, they must bring ID and the order confirmation. You, or the person picking up the goods for you, must carry the goods to the car and load them.

#### Click & Collect in-store

The goods can be picked up at the selected store as soon as you receive confirmation via SMS that the order is ready, and no later than the end of the pick-up date you chose when ordering. Bring the order confirmation to have the order delivered. You, or the person picking up the goods for you, must carry the goods to the car and load them.

#### Collect from a locker

You will receive an SMS as soon as the goods are ready for pick-up in the locker. The order must be picked up by the end of the date you selected when ordering. Unlock the locker with the PIN code you received via SMS to open the hatch.

#### Click & Collect nearby

The driver will be ready to deliver the goods to you from the vehicle at the pick-up location you selected when ordering at the agreed time. You will receive a reminder via SMS with the time and address well in advance of delivery. Remember to have your order confirmation ready for display. If someone other than you is picking up the order, they must bring identification and the order confirmation. You, or the person picking up the order for you, must carry the goods to the car and load them.

### **Order changes**

It is possible to make changes to your order until we start picking your goods or the order is sent to production. The delivery date may be shifted when we make changes to the order. Any difference in price is paid to IKEA, and refunds are made to the same payment method used when ordering. Changing the order may result in changes to the shipping cost. See our shipping rates [here](#).

Unfortunately, Click & Collect orders or orders with express delivery cannot be changed. If you wish to make changes to the order, you must either cancel the entire order and place a new one or return the items you do not want when you pick up your order.

### **Change of delivery or pick-up date**

If you wish to change the delivery or pick-up date, you can do so on [My Page](#). If you do not see the option to change the date, you can contact us for assistance. Orders can be changed up to 2 business days before the delivery/pick-up date. Changes later than 2 business days will incur a fee equivalent to 50% of the transport cost for orders with delivery and 300,- for orders to Bring pick-up locations.

If the new delivery or pick-up time is more than 5 business days after the initial scheduled time, you will be charged storage fees which will be invoiced afterward. The cost of storage is 150,- per business day.

### **Cancellation**

You can cancel your order yourself on [My Page](#) or contact us for assistance. The order can be canceled free of charge as long as we have not started picking your goods or the order has not been sent to production. If you cancel after the order has been picked or production has started, we will charge a cancellation fee calculated at 50% of the transport cost listed in your order confirmation. For custom-made worktop and wall panels, 50% of the product price will be refunded.

#### Express delivery

For cancellations of express delivery, a cancellation fee will always apply.

#### Click & Collect in-store or from a locker

A Click & Collect order can be cancelled before pick-up at the store. Please note that if we have started picking your order, you will be charged for the picking service.

#### **Unfulfilled or uncollected orders**

Ordered items that we have not been able to deliver or that have not been picked up are considered cancelled. The goods are returned to our warehouse. We do this five business days from the agreed delivery/pick-up date if we do not hear from you. We will then charge a cancellation fee to cover the return cost, equivalent to the shipping cost you paid when ordering.

#### Delivery and Click & Collect nearby

If you are not home/available at the pick-up location to receive the goods as agreed, you will have to pay for a new delivery of your goods. The price is calculated as 50% of the shipping cost you paid on the original order. This is specified in the order confirmation. If the new delivery or pick-up time is more than 5 business days after the initial scheduled time, you will be charged storage fees which will be invoiced afterward. The cost of storage is 150,- per business day.

#### Bring pick-up location

If you do not pick up the order as agreed, you will have to pay for a new pick-up time. The price for this is 300,-.

If the new delivery or pick-up time is more than 5 business days after the initial scheduled time, you will be charged storage fees which will be invoiced afterward. The cost of storage is 150,- per business day.

#### Parcel delivery and parcel delivery to the door

Parcels and orders with home delivery by Posten are returned according to Posten's terms. If the order is not picked up, a fee of 49,- will be deducted from the refund.

#### Click & Collect in-store or from a locker

If you do not pick up a Click & Collect order by the selected pick-up date, we consider this a cancellation of the order. The fee you paid for picking the goods will not be refunded.

#### **Inspection of goods upon delivery**

Please contact IKEA if you discover any deficiencies or damages when your goods are delivered. If you have received an SMS with the option to report discrepancies, we ask that you use it. IKEA will

then contact you for a solution. The driver should also be informed of the discrepancy so that it is noted on the delivery note when you sign.

### **Assembly**

Separate terms apply for assembly. Read them [here](#).

### **Exchange and return policy**

With us, you have unlimited exchange and return rights on all unused IKEA products that are still in our assortment. Exceptions to this are returns of assembled goods and custom-made worktops and wall panels, for which you will receive a 50% refund of the product price. Products that are no longer in the assortment can be returned within one year of purchase.

If you return an unused item to us along with your proof of purchase, you will be refunded the product price. You can also return a product without proof of purchase and receive a voucher for the applicable sales price of the product.

If you wish to return goods by parcel, create your return on [My Page](#). We can also collect larger items from you—contact us for this. You cover the return shipping costs, and we will refund you when we receive your goods. It is not possible to return items at our IKEA Plan & Order points or at Bring pick-up locations.

### **Right of withdrawal**

When purchasing online, you as a customer have the right to withdraw from your purchase according to the provisions of the Right of Withdrawal Act. Custom-made products are exempt from the right of withdrawal. In addition to the right of withdrawal, we offer you unlimited exchange and return rights on unused goods that are still in our assortment. Read the terms in the Exchanges and Returns Policy section.

The right of withdrawal means that you can cancel your purchase with IKEA within 14 days without reason. The withdrawal period starts from the day you receive the last item in your order. If you exercise the right of withdrawal, we will refund both the shipping cost and the value of the goods in the order. If the goods have already been received or are on their way to you, you must pay the return shipping cost yourself. The return cost will be the same as the shipping cost for the order. If you wish to return the goods yourself to one of our stores, there are no return costs. When using the right of withdrawal on parts of the order, we refund the shipping cost for the goods you return, but you must pay the return shipping costs if the goods are received and need to be returned or are on their way to you. The return cost will be the same as the shipping cost for the goods you return. If you wish to return the goods yourself to one of our stores, there are no return costs.

Any goods to be returned must be sent within 14 days from the date you notified us of using the right of withdrawal. When we have received your goods back, we will transfer your money minus any return costs for IKEA to your account or in the same payment form used when ordering.

If you wish to use the right of withdrawal, you must notify us within 14 days from when you received your goods. You can create a return on My Page, visit the store, fill out the withdrawal form in this document, or contact us for assistance.

### **Complaints**

If you discover defects or issues with goods purchased from IKEA, please contact us so we can help you find a solution. IKEA handles all inquiries according to Norwegian legislation as well as IKEA's guidelines and extended guarantees. Please note that for commercial purchases, the complaint period for appliances is 6 months. To assist you faster, it is important that you have your purchase documentation and the product name/article number available when contacting IKEA. Please be aware that IKEA cannot take responsibility for incorrect orders resulting from incorrect measurements provided by you in the original order.

### **Privacy**

We know how important it is for you to understand how we use your data. Our privacy policy explains how and why we collect, store, process, and share your personal information. You can find IKEA's privacy statement [here](#).

### **Additional Complaint Options**

At IKEA, we greatly appreciate feedback from our customers, as it helps us continually improve the shopping experience. If you are dissatisfied and wish to file a complaint, please contact [customer service](#), and we will do our best to find a good solution for you.

If you are not satisfied with our handling of the case and want an independent party to review it, you can forward the complaint to the Norwegian Consumer Council. Visit [www.forbrukerradet.no](http://www.forbrukerradet.no) to submit the complaint or send mail to:

Forbrukerrådet

Fred Olsens gate 1

0152 Oslo

You can also file a complaint on the European Commission's portal at:

<https://ec.europa.eu/consumers/odr/>.