

# IKEA Family Terms & Conditions

IKEA Family is a loyalty program operated by IKEA Australia. You may apply to be a member of IKEA Family if you are aged 18 years or over and have a current Australian residential address. IKEA Family membership is required to be eligible for IKEA Family benefits. Your IKEA Family details must be presented at time of purchase to take advantage of member offers and benefits. You can do this by scanning a physical or digital IKEA Family card or entering a valid mobile number when purchasing products in-store, or by entering your 19-digit membership number online at checkout. IKEA Australia is a loyalty program that is now card-free. We strive to be environmentally conscious and no longer issue physical cards. Previously issued IKEA Family cards can still be used but cannot be replaced.

IKEA Family member prices are applicable for all Australian residents. Member prices on products and meals will individually state their validity period.

All goods and services are advertised in good faith to be available at time of sale. However, unforeseen problems or unexpected demand may occasionally result in stock being unavailable. While great care has been taken to ensure accuracy of all prices and descriptions, IKEA reserves the right to correct any errors and adjust prices, especially for GST, customs duty or other statutory charges that are out of our control. IKEA may change, cancel or suspend IKEA Family benefits at any time.

IKEA reserves the right to change the terms and conditions from time to time to reflect changes to the law or changes to our services. We request that members review the terms on a regular basis.

IKEA may suspend or close your IKEA Family membership account at our discretion if we suspect unauthorised use or abuse of our services. In order to retain good data quality and follow data privacy legislation, we may close your IKEA Family membership account and delete all your personal information in the event you have been inactive for a period of more than 3 years. A courtesy email will be sent informing you have 30 days to keep your account active. To be considered active, log in to your account or provide your membership when shopping with IKEA.

All new IKEA Accounts will need to have the email address listed within 7 days of creation. Reminders will be sent to you to verify the email address. These accounts will be automatically blocked after 30 days of creation if they do not hold a verified email address listed in their profile. To unblock your account, your email address requires verification.

On all existing IKEA Family membership accounts, if you have not verified the email address, IKEA will send you a notification to verify your account. For all accounts not verified within 30 days of notification, the account will be blocked at the end of the 30-day period.

## Member Benefit Terms and Conditions

### 1. Quarterly Rewards

- A member is eligible to earn a \$10 reward, when you spend \$100 or more on valid purchases within a defined quarter period (between 12:00:00 AM on the first day and 11:59:59 PM AEST on the last day of each quarter).
- All valid purchases made during the defined quarterly period will be accumulated to the total count of \$100.
- A member is eligible to earn a \$10 reward only once per quarter.

### Defined quarter periods

This offer is an ongoing promotion that runs on a quarterly basis with the following defined quarter periods:

Quarter 1 – 1 January to 31 March

Quarter 2 – 1 April to 30 June

Quarter 3 – 1 July to 30 September

Quarter 4 – 1 October to 31 December

‘\$10 reward’ refers to a \$10 voucher issued to an eligible member to redeem either instore or online within the following quarter. The voucher can only be redeemed once by the eligible member. This voucher cannot be used in conjunction with any other voucher.

The \$10 reward will be issued quarterly to eligible members by email only (email at IKEA’s discretion) with a balance statement. This will be sent up to 10 business days after a quarter is completed. Members must provide a valid email address to receive the \$10 reward. Members can change their communication preferences by logging into their IKEA Family profile at <http://www.ikea.com.au/login> and selecting “communication preferences”.

‘Valid purchase’ refers to any purchases made within a defined quarter at an IKEA store within Australia; including IKEA Richmond, IKEA Springvale, IKEA Rhodes, IKEA Tempe, IKEA Marsden Park, IKEA Logan, IKEA North Lakes, IKEA Canberra, IKEA Perth, IKEA Adelaide and eCommerce purchases online ([www.ikea.com.au](http://www.ikea.com.au)). For all IKEA online transactions or store orders fulfilled from our fulfilment centres including CDC (Customer Distribution Centres) and CPU (Customer Parcel Unit), orders need to be completed and delivered or picked up by 11:59:59 PM AEST on the last day of each quarter to qualify for the \$10 Reward. ‘Valid purchase’ refers to the following:

- Includes purchases made in an IKEA restaurant, café, bistro and Swedish FoodMarket
- Excludes refunds, credits, exchanges and purchase of IKEA gift cards.
- Excludes purchases made with redemption of IKEA refund cards and discount coupons.
- Excludes the purchase of services such as Picking, Delivery, Assembly, Installation and Mattress & Sofa take-back/recycling.

### Redemption of \$10 voucher

- To redeem the \$10 reward instore, members must either present the original reward email to an IKEA staff at checkout to scan, or scan the barcode from the reward email at the self-serve checkout. Alternatively, to redeem online, enter the coupon code in the field box

before you proceed to checkout.

- The member's IKEA Family membership must be captured at point of redemption.
- There is a minimum spend of \$10 to redeem this reward and can only be used in a single transaction. The \$10 reward must be redeemed within the pre-defined quarter.
- The redemption cannot be made to purchase an IKEA gift card.
- The redemption cannot be used to make payment on services such as Picking, Delivery, Assembly, Installation and Mattress & Sofa take-back/recycling.
- The voucher cannot be used in conjunction with any other voucher, code, offer, reward,

special, discount, promotion or IKEA Family or IKEA BUSINESS member offers, unless otherwise specified.

## 2. Join IKEA Family and receive a \$10 voucher

New IKEA Family members who sign up to the program after 1 April 2019 will be sent a \$10 voucher to the email address provided at sign up.

A \$10 voucher issued to a new IKEA Family member to redeem on any valid purchases either instore or online within 30 days from the date an IKEA Family member joined the IKEA Family Club. The voucher can only be redeemed once by the eligible member. This voucher cannot be used in conjunction with any other voucher.

### Redemption of \$10 reward

- To redeem the \$10 voucher instore, members must either present the original voucher email to an IKEA staff at checkout to scan, or scan the barcode from the voucher email at the self-serve checkout. Alternatively, to redeem online, enter the coupon code in the field box before you proceed to checkout.
- The member's IKEA Family membership must be scanned at point of redemption.
- There is a minimum spend of AU \$10 to redeem this voucher and can only be used in a single purchase. The \$10 voucher must be redeemed within 30 days from the date an IKEA Family member joined the IKEA Family Club.
- The redemption cannot be made when purchasing an IKEA gift card.
- The redemption cannot be used to make payment on services such as Picking, Delivery, Assembly, Installation and Mattress & Sofa take-back/recycling.
- The voucher cannot be used in conjunction with any other voucher, code, offer, reward, special, discount, promotion or IKEA Family or IKEA BUSINESS member offers, unless otherwise specified.

## 3. Member priced products

Members are eligible to purchase special member priced products. To receive these discounts, you must present your IKEA Family membership at checkouts instore and online. Member priced products change regularly, and promotional periods will vary.

## 4. Member priced meals

Members are eligible to purchase special member priced meals instore at the restaurant, café, bistro or Swedish Food Market. To receive the member discounts, you must scan your IKEA Family card at checkouts instore. Member priced meals change regularly, and promotional periods will vary.

## 5. Exclusive workshops and events

To sign up for one of our many exclusive member workshops and events, ensure you have joined and registered a valid email address and mobile number. You'll receive a confirmation email or SMS and reminder of the event.

During our events, we check-in attendees, so make sure you have your IKEA Family membership ready to be presented.

## 6. Charity donation

As part of our People & Planet Positive strategy, our ambition is to inspire and enable as many people as possible to live a better everyday life within the limits of the planet. Every time you present your IKEA Family membership we donate 10c to local charities that assist with Australian natural disaster relief and support for our communities in need. The maximum donation amount is \$200,000 per annum. Learn more about our [People & Planet Positive strategy](#).

## 7. Digital Receipt

For your convenience, IKEA stores your transaction history by way of a digital record for up to 3 years for purchases made in our stores or via our website when using your IKEA Family membership. Please note we can only store the transactions where you presented your IKEA Family membership details at the time of purchase in-store or online, or where you were logged in to your IKEA Family online account when making your purchase.

- For IKEA Family members in NSW, VIC, QLD, ACT, TAS & NT this service is valid for purchases made from 1 September 2015.
- For IKEA Family members in WA this service is valid for purchases made from 3 April 2018.
- For IKEA Family members in SA this service is valid for purchases made from 10 April 2018.

In the event that your IKEA Family membership is deleted by IKEA due to inactivity or you choose to unsubscribe and revoke your IKEA Family membership, the digital record of your past purchases associated with your membership account will be deleted, and cannot be used as proof of purchase when returning products.

IKEA reserves the right for this service to be unavailable (including due to system failure or other database errors affecting the traceability of the digital record). Customers are responsible for maintaining adequate proof of purchase for all warranty and change of mind purposes and should not rely on this digital record. This service excludes purchases made in IKEA Restaurant and Cafe, IKEA Bistro, IKEA Swedish Food Market and unpaid Customer Orders.

## 8. Pre-book Småland and additional time

- As a member, you can now pre-book to secure a spot for your child into Småland.
- Members also have the option to extend their booking with an additional 30mins.
- This service not available on weekends, public holidays or school holidays.
- The number of children that can be booked under one member is at the discretion of each IKEA store, but typically is 1 or 2 children.
- Members will be required to scan their IKEA Family membership to check-in to the booking or to access the additional 30 minutes. That's a maximum of 90 minutes per booking.

## 9. Transport and Assembly assurance

- If a product is damaged during your travel from store to home or during the time of assembly by member, we will exchange the product or piece for free within the first 14 days of purchase

if the member scanned their IKEA Family card. The damaged product or piece can only be replaced in-store only.

- The member must return the damaged product to an IKEA store to have product or piece replaced.
- Only the damaged piece will be replaced, e.g. if a cabinet has been returned and it's only the door that was damaged, it will only be the door replaced, not the entire cabinet.
- Assurance does not apply if an external service provider has been used for transport or assembly.
- IKEA will not offer a gift voucher or credit.

## The Promoter

The promoter is IKEA Pty Limited, Tempe NSW 2044. A.B.N. 84 006 270757.

The \$10 reward cannot be used in conjunction with any other special, discount, promotional offer or IKEA Family or IKEA BUSINESS member offers unless otherwise stated. If a claimant wishes to return one or more product(s) from their qualifying transaction for which they received the \$10 reward, and as a result the purchase of product(s) to be returned would result in the qualifying transaction changing the eligible discount amount, the claimant may return the product(s) in accordance with the IKEA standard refund terms and conditions and consumer law, to receive a refund for the amount of the returned product(s) less the discount received.

The Promoter reserves the right to withdraw the Quarterly Rewards offer at any time during the offer period.

All claims will be subject to the Promoter's validation and verification checks. Promoter's decision is final and no correspondence will be entered into.

The Promoter shall not be liable for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) or for personal injury which is suffered or sustained, as a result of participating in the offer, except for any liability which cannot be excluded by law.

©InterIKEASystemsB.V.2020