



Terms and Conditions

Return Policy

Return any unused item in their original packaging within 90 days, with your till receipt, for a full refund.

Opened packages are subject to a 30% refund reduction. Our 90-day returns policy does not apply to mattresses (unless unused and in their original packaging), cut fabrics, or goods ordered to your specifications, e.g. custom made worktops or sofas.

This guarantee is in addition to your Statutory Rights

Cancellation policy

Items ordered e.g. Special order worktops and sofas, cannot be cancelled once you have confirmed your order and received a reference number.

Returning goods

Firstly contact Ikea who will arrange the return of the goods. Shetland Transport will then return the items on their next available visit. Items will be credited and confirmed within 14 days of receiving in store

Please advise us immediately if there is a problem with your order.

Customer risk

Items such as mirrors and glass/china are sent at customers own risk and items cannot be exchanged.