

Charges + Terms & Conditions

Picking Charge

A picking charge of €35 per hr is added to each order (approx: 1-2 trolleys = 1hr, 3-4 trolleys = 2hrs, etc.)
We **Do Not** add a picking charge to orders valued at less than €250 and/or where the order totals 5 items or less.

Delivery Charges

Prices are worked out by the delivery area and by the trolley. So what can you get on a trolley?

An IKEA trolley roughly holds about 200kg in weight or about 1.5 cubic meters in volume, (which is about the size of a 3 seater sofa), whichever is reached first. Remember, you are able to get all the weights and package sizes on line, so you can get a good idea of how many trolleys you are ordering in advance.

Area 1: €100 for first trolley then €70 per trolley thereafter

An order valued at under €250 and consisting of no more than 5 items is charged at €50

All orders worth over €250 are charged at the full trolley rate.

Area 2: €150 for first trolley then €70 per trolley thereafter

An order valued at under €250 and consisting of no more than 5 items is charged at €75

All orders worth over €250 are charged at the full trolley rate.

Area 3: Please Contact Us For Rate

Click on [Area Maps](#) for an overview of delivery areas

Terms & Conditions

The terms 'We' or 'Us' or 'Our', refers to One Man and His Van and employees of One Man and His Van. 'You' or 'Your' refers to our customer. IKEA refers to IKEA Dublin or Belfast and their employees.

We are not agents for IKEA. We are only regarded as a delivery company facilitating an alternative method of purchasing goods from IKEA. We take no responsibility for any issues relating to the quality of goods purchased. You take responsibility that you are fully aware of the goods you are purchasing, and any issues you have with the goods quality, design, components, whether missing, damaged or otherwise, will be taken up directly with IKEA.

Ordering & Payment: Goods must be paid for in full, to us before we will order from IKEA. We only accept payment in Euro by Cash, Credit Card or Laser Card. An administration charge of €5 or 2.5% of the order value, whichever is greater, is added to all Credit Card payments. **IMPORTANT:** Where a Credit Card/Laser Card is used to pay for the goods, in order to prevent credit card fraud, the same card **MUST BE PRODUCED BY THE CARDHOLDER** to the delivery driver whereby a manual swipe will be taken and signed by the cardholder for file purposes only. Failure to do this will result your order not being unloaded and extra charges may apply.

Collection & Delivery: Once goods are ordered and paid for in full, including the picking charge, we will then process the order and book it onto our next available IKEA run. Delivery to you will be carried out within 21 days of confirmation and payment of your order. Delivery of your order is made to the door or a ground floor room which has easy access. An extra charge will apply if: 1/ The delivery driver is requested to carry items to different locations at the delivery address, 2/ There are multiple drop off addresses, 3/ There are any access issues which may hinder the delivery or cause the delivery to be carried more than 10m from the delivery van. A helper must be supplied by you to help with large or heavy items. A helper can be provided by us by appointment at an extra charge.

Returns: Any returns are charged for at the same rate as deliveries. However, if we are making a return for a customer for whom we are also making a delivery on the same trip, the return charge is reduced by 50%

Out-of-stock items: While we do our level best to inform customers of stock issues beforehand, we cannot be held responsible for any out-of-stock items on the day of collection. The customer is given the choice of a refund, or to wait until the items come in stock and we will book them on our next run. Delivery of out-of-stock items are charged as follows:

Goods valued at under €250 and less than 1 cubic meter are charged at €50 (Area 1 only)

Everything else charged at full rate. (Note: You are only charged delivery on the goods you receive)

Missing Components: IKEA are very good at including all necessary components for assembly of furniture. However, on rare occasions, there may be small items missing from a box. We do not take responsibility for missing components from boxes.

IKEA will replace missing pieces free of charge, but it is up to the customer to contact IKEA directly in this situation.

We will collect missing components for customers in area 1 only but we would have to charge a nominal fee of €20 to cover our time and delivery.

Delivery Charge: The delivery charge must be paid to the delivery driver on acceptance of your delivery and must be paid in full in Euro Cash Only.

By confirming your order with us, whether by post, fax, e-mail or by hand, you agree that you have read and agree to the above terms and conditions. This does not affect your statutory rights.