

# Ikea courier couldn't find our house so delivered £60 bill instead

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I've been an Ikea customer for years, and have always been happy with the quality, price and value. When it came to furnishing my mum's new annexe adjacent to our home, I took her to Ikea, where she spent nearly £400 - including a £60 delivery charge. We were told delivery on the specified day would be between 7am and 7pm, but we didn't get a text when the driver was nearby. [...]

They couldn't find our house and, because we didn't answer the (mobile) phone, they went away and demanded a further £60 delivery fee. I can't believe the courier couldn't find the house despite having the full postal address and we got no joy from rude staff on the helpline. While £60 is a lot of money to a pensioner, it's more the principle. Someone was in holiday and we were not told we would need to be on hand to provide directions to someone with a GPS and full address.

Your complaint came along with a large number of others from readers about Ikea delivery problems, wrong items being dispatched and customers' difficulties getting through on the helpline. We contacted Ikea which, you confirm, has delivered your mother's furniture and waived the additional £60 delivery fee it had been demanding. Jason Richards, Ikea's customer care manager, said: "We naturally want all our customers to be happy with the service they receive, and we have been in direct contact with the customer to apologize. We have since rearranged delivery and resolved this matter to her satisfaction."