

Terms and Conditions

The following sales and delivery terms apply for all purchases made in a JYSK UK store or on JYSK.co.uk for delivery throughout the United Kingdom (excluding Northern Ireland). All purchase agreements in a JYSK UK store or on JYSK.co.uk are to be made in English. Purchasers must be 18 years of age or older to purchase certain items in a JYSK UK store and on JYSK.co.uk.

Company Reg.: 6336261

VAT: 917824307

Last updated: 2025-11-11

1. Price of the products

The price of the individual item is listed in the item overview, on the item page, and in the shopping basket.

- Due to unforeseen or exceptional circumstances, such as selling out or exceptionally long delivery timescales, JYSK might be forced to end some campaign pricing earlier than advertised, this will be communicated to customers if the case.
- The price of the individual item in a JYSK UK store and on JYSK.co.uk does not differ (unless there are special promotional in store offers for new store openings).
- The price of the individual item includes VAT and excise duties
- The price of the individual item does not include freight costs as the freight costs depend on the delivery. [See our delivery details here.](#)
- The availability and cost of JYSK UK's products are subject to sold-out situations as well as printing and pricing errors. This applies for both printed offers (in advertising supplements and catalogues) and any information on JYSK.co.uk. In the event of a pricing error, we will correct it as quickly as possible.
- All prices are current and are updated on a regular basis. In exceptional circumstances a campaign might have to be ended early, therefore the 'Valid Until' price is shown as guidance only.
- It is the price of the item at the time of purchase that you have to pay.
- [Read more about our Price Guarantee.](#)

If, by mistake, we have underpriced an item, we will not be liable to supply that item to you at the stated price, provided that we notify you before we dispatch the item to you. In those circumstances, we reserve the right to cancel your order. In the event we cancel your order, we will give you a full refund on any amount already paid including freight costs in accordance with our [Return and Exchange Policy](#).

Price guarantee

It is important to us that you feel safe before, during and after your purchase at JYSK. That is why we offer Price guarantee on all our items.

If you find an item that you have purchased at JYSK at a cheaper price (at JYSK or in another store) within 30 days after your purchase, we will refund the price difference on a gift card. You can use the gift card in a UK JYSK store or on JYSK.co.uk. We are matching prices from all UK physical stores as well as UK online stores.

Conditions for the Price guarantee:

- JYSK matches the price on all identical items. See also "Exceptions" below
- The Price guarantee claim must be made within 30 days from date of purchase or delivery
- The price to be matched must be effective at the time that the Price guarantee claim is made
- You must be able to present proof of purchase from JYSK
- You must be able to present documentation from the competitor. E.g. a campaign paper, a link to the offer or similar

Exceptions:

- Items that are not identical are not covered by the Price guarantee. The product must be the same model and have the same technical specifications, including the same brand/manufacturer, same colour, same dimensions, same accessories, same size, same content etc. - thus a 100 % identical product.
- The Price guarantee does not cover remaining lots, opening and reopening offers, exhibition models, special orders or season-end sale.
- The Price guarantee does not cover services such as delivery, special offers on freight etc.
- The Price guarantee applies only to private purchases.

Please get in touch with [Customer service](#) or visit one of our stores to make use of the Price guarantee.

EVERYDAY LOW PRICE

We aim to provide you with consistent and competitive EVERYDAY LOW PRICES without compromising the quality of the products. Occasional price adjustments may occur due to factors like cost fluctuations, market conditions, and competition. We can however guarantee that we always strive to sell the products at the best possible price.

2. Payment

Credit and debit card

In the shopping basket you will see the total price of your purchase, including VAT and freight costs. This is the total purchase price.

You can pay for products purchased on JYSK.co.uk with the following debit/credit cards:

- Visa
- MasterCard
- JCB
- Maestro

When you pay by credit card, you are protected against fraud/faulty goods with no self-risk. Credit card protection helps you get a full refund from your credit provider.

Your payment is completed using a secure and encrypted connection to ensure that your payment information cannot be accessed by an unauthorised third party. Your payment is guaranteed through our payment partner. We guarantee that we will not save any credit card information on our own server. Furthermore, JYSK UK cannot access any of this credit card information at any time.

You will be asked to provide the following information:

Card number (16 digits printed on the front of your card)

Expiry date (printed on the front of your card)

Security code (3 digit security code printed on the back of your card, above the magnetic strip farthest to the right)

3. Order confirmation

When you have sent your order, you will receive an email with an order confirmation. The order confirmation contains information about:

- your order
- the delivery address
- payment method
- delivery timescale
- price(s)
- JYSK UK [Customer Service](#) contact information
- your right of [return and exchange](#) and consumer protection rights.

Your order is only an offer to buy from us. Please note that this order confirmation email is not to be considered as being final acceptance of your order by JYSK UK.

Nothing that we do or say will amount to any acceptance of your offer until we send you an email notifying you that we have dispatched an item to you. At this point, a contract will be made between us for you to buy and for us to sell the item that you have ordered from us.

We do not take payment from your account until we have dispatched your goods and you receive an invoice from us stating that your order has been dispatched to our UK transport carrier. At the time of placing your order the payment will be shown as 'pending' on your account.

Once the contract is made, you cannot amend your order (however, you may cancel an order as set out in our Return and Exchange Policy).

At any point up until the contract is made, we may decline to supply an item to you. If we decline to supply an item to you and has payment already taken place, we will give you a full refund of any amount already paid for that item in accordance with our [Return and Exchange Policy](#).

We try to ensure that we always stock the full product range and we will advise you if the item is out of stock. If for any reason beyond our reasonable control we are unable to supply a particular item, we will not be liable to you except to ensure that you are not charged for that item.

In the interests of all our customers, we may place restrictions on bulk buying of some products. If you try to bulk buy products that have bulk buying restrictions you will receive a message telling you to reduce the number of items, you are trying to buy.

If you would like us to resend your order confirmation, please contact [Customer Service](#).

4. Invoice

Upon shipment of your order, the email invoice contains information about

- your order
- the delivery address
- payment method
- delivery timescale
- price(s)
- JYSK UK [Customer Service](#) contact information
- your right of [return and exchange](#) and consumer protection rights

Any item care instructions will be attached to the email invoice. If your item is under guarantee, this will be stated on the invoice, thus also serving as your proof of guarantee. In case you have entered your mobile phone number during the checkout, you will receive an SMS message when we have shipped your order.

It is also at this stage that we will take the payment from your account, the funds will move from 'pending' and show as a transaction on your statement.

5. Freight

1. Click & Collect - reserve a product in a store

You can make a Click & Collect reservation online for a store of your choice. If you choose **Click & Collect**, you will receive a message within 30 minutes from the store confirming, that your reservation is ready. You must pick up your reservation within the next two business days after the confirmation has been sent to you. You will pay for your reservation when picking it up at the JYSK store.

Please note: Our ONLINE ONLY assortment is not available for Click & Collect. See our delivery services below.

2. Online ordering - delivery to a JYSK store

Our stores hold a large number of items in stock but not all our articles on our website is available in the store to collect. Our online store has a larger assortment available for all our customers.

That is why JYSK can offer you to place an order online to be delivered from our distribution center in Denmark directly to a JYSK store of your choice. Once the order is received and handled by our store staff, you will get contacted to arrange collection.

Please note:

- You can expect to collect your order from the store up to 13 working days from order placement date.
- Delivery to a JYSK store is only available if your basket has a total value of £60 or more.
- The order has to be collected within 7 days after we have notified that the order is ready.
- For safety reasons our store staff holds the right not to carry any orders out to your vehicle – Please make sure you can carry the complete order to your vehicle yourself or make sure to bring someone to help.

3. Online ordering - delivery to address (delivery cost apply)

In JYSK we can offer you a home delivery service to an address of your choice. Our parcel couriers and cargo couriers deliver to all mainland UK addresses (England, Wales, Scotland).

The delivery service and price will depend on the order volume, weight and delivery area. Once you place the product in your basket, our webstore will calculate your delivery service and price.

We will provide order/delivery updates via SMS messages. Please ensure you provide a valid mobile telephone number.

Please ensure all your contact details are correct on the order confirmation. If you have made a mistake, please contact JYSK Customer Service via our Live Chat or visit our Customer Service contact page.

Please note: All deliveries will be shipped from JYSK Distribution Center in Denmark.

Parcel delivery: Small light orders - e.g. duvets, towels and bed linen

- Delivery charges – 0–30 kg: £4.99, 30+ kg: £7.99
- Delivery time: 2-5 working days
- Standard front door delivery on all orders

You will receive an e-mail and SMS with a Track & Trace number for you to follow once your order is received at the courier depot. Our courier will also keep you updated on your delivery via SMS.

You will receive an email with an invoice once your order is dispatched. Payment for your order will be captured on the day of dispatch.

Cargo delivery: Larger and heavy orders - e.g. furniture, wardrobes and bed solutions

- Delivery charges – 0–120 kg: £29.99, 120+ kg: £49.99
- Delivery time: 4-9 working days
- Standard front door delivery on all orders

You will receive an email with an invoice once your order is dispatched. Payment for your order will be captured on the day of dispatch.

When our courier has received and handled your order at their depot you will be contacted to confirm delivery date and time.

4. Delivery from a JYSK store

We also offer a local home delivery service from our stores to all customers located in the UK. The delivery costs are estimated by the distance from our stores to your delivery address. We will contact you via SMS once your order has been dispatched with the local courier from the store. Please note that this delivery service is only available in-store.

Delivery notifications

When you place an online order with JYSK you can expect the following notifications:

- Order confirmation will be e-mailed to you immediately after you create the order.
- When your order is dispatched from our JYSK Distribution Centre in Denmark, you will receive an e-mail and SMS.
- Payment for the order will be captured on the day of dispatch. You can expect an invoice to be attached to your dispatch e-mail.
- Once our courier has received and handled your order you will receive:
 - Parcel: Estimated delivery time
 - Cargo: Delivery time for you to approve
 - On the evening before the delivery date you will receive a SMS reminder.
 - On the day of the delivery, you will receive a message from the driver with a 4-hour delivery window

In case of changes or delays in your order JYSK will inform you by either e-mail or SMS.

When you receive your order

Please ensure that all items/boxes match the number of boxes noted on the delivery paperwork. Inspect all boxes/items for any obvious damages.

Damaged goods

If any boxes are damaged upon delivery:

Accept the delivery – We can help you with a solution. Notify the driver and write 'Damaged' on the delivery paperwork before signing for the delivery.

Contact JYSK Customer Service via our Live Chat or by using our Claims Form on our Customer Service Contact page. Photos of the damage must be attached to the form.

Refuse to accept the delivery – Our driver will take back the order to our depot. Please contact our JYSK Customer Service via Live Chat or by calling us to arrange a replacement order.

Goods missing

If the item/boxes delivered do not match the amount noted on the delivery paperwork, please advise the driver about the missing goods and contact the JYSK Customer Service – Any discrepancies, no matter how minor, must be reported to JYSK Customer Service immediately.

In case of order changes

In case of split deliveries, delays or out of stock items caused by supply issues, JYSK will inform you via e-mail or SMS.

All additional delivery charges will be covered by JYSK in case of delivery issue.

Brexit

All order and items delivered by JYSK will be dispatched from our Distribution Centre in Denmark. Due to Brexit our shipment can be stopped temporarily in customs. The time for orders to go through customs is already calculated in our estimated delivery times.

There will not be any extra Brexit or customs related cost for you as a customer.

6. Return and exchange policy

At JYSK, it's easy to return or exchange a product if you change your mind.

We provide a full refund without time limitations for unused products that are returned with proof of purchase. This applies for products bought in stores as well as online.

Please note:

- If you do not have proof of purchase, we offer you an exchange for another product or a credit voucher.
- We offer a reduced return value if the returned product is not in its original condition.
- Custom-made products that are not based on standard choices, that do not appear in our web shop or that have been manufactured according to your own specifications generally have a reduced return value.
- Additional services such as Carry in service will not be returned if the delivery has been carried out.

State of returned products

- If you return a product that is damaged or used in a way which significantly reduces the value, we reserve the right to reduce or decline the refund.
- When returning the product, please make sure that it is securely packed, preferably in the original packaging. In that case we can re-sell the product and make another customer happy. Save the receipt from the carrier if you get one and possibly the track and trace number. Lack of original packaging may cause JYSK to reduce the refund.
- We offer a 100 day trial period for GOLD mattresses. [Read more about GOLD mattresses](#). The 100-day trial period does not apply to GOLD mattress toppers.

Freight costs

- If you return the product at a JYSK store or otherwise make arrangements for the return yourself, we will refund the initial freight cost.
- If you prefer JYSK to make arrangements for the return freight, we will not refund the initial freight cost to you, as the amount will cover our cost of returning the product.
- If you return an order at a store that is home delivered by the local store carrier, we will not refund the initial freight costs.
- If you do not return the entire order but only part of an order, we will not refund the initial freight cost to you.

The refund

The refund will be made as soon as possible and no later than 14 days after we have received notification of the cancellation. JYSK can withhold the refund until we have received the returned product, or until you have submitted documentation that you have returned the product. If you do not have proof of purchase, the return value will be an amount equivalent to the product's lowest price during the last 60 days.

Cancellation of the order prior to receipt

If you wish to cancel your order on <https://jysk.co.uk> before taking receipt of it, you must contact JYSK Customer Service to cancel the order quoting the order number to arrange the return. If you have not accepted the delivery of your order, you will not be charged extra for the return of the order.

How to make a return

Our return policy applies for products bought in stores as well as online.

The fastest and easiest way to return your product is in a JYSK store. If you return the product in a store you get your refund immediately, including any freight costs. This way we secure better condition of the product so we can re-sell it to another happy customer.

For a transport fee, we can also arrange return of the online order. Please read more about [how JYSK can help arrange your return in our FAQ](#).

Alternatively, you can use our [online withdrawal form](#).

See [Return Policy for B2B customers](#).

7. Claims

If, contrary to expectations, you experience a fault with your product, please follow below guidelines. We recommend that you always start by reading the manual and maintenance instructions that accompanied the product as proper care, handling, and maintenance is a prerequisite for the warranty to be valid.

Terms of claim

JYSK offers a statutory 2-year warranty period from the receipt of the order. If the order consists of multiple deliveries, the warranty period is valid from the date of when the last part of the order has been received.

JYSK offers an extended guarantee on a selection of products. You will receive further information about these products on your receipt. The same conditions for claims apply to these products.

The claim must be made within reasonable period of time from the time you identify the defect.

You must keep the product until JYSK has resolved the claim and provided further instructions. If it is a great inconvenience to keep the product, please contact us for assistance.

Please note that you have 2 months from receipt of the order to make a claim regarding missing parts or packages. We recommend that you go through the entire delivery after you have received your order.

If an item, contrary to expectations, becomes defective within the period of warranty, we will attempt to repair the faulty part with a spare part, if possible. Alternatively, the product can be replaced. If a replacement product is not available, the purchase amount can be refunded.

The JYSK store or JYSK Customer Service will clarify if and how the product must be returned to JYSK. If JYSK approves the claim, we will cover all costs related to the original order, including all initial freight costs.

How to make a claim

You have two ways to make a claim:

- Bring the faulty product to a JYSK store. Please bring your receipt.
- Contact [JYSK Customer Service](#) and enter the requested information and pictures as described below.

To make a claim, please provide the following information:

- Your order number or a photo of the receipt*
- A description of the fault and when it occurred*
- Attach minimum 2 pictures or video(s)*. See more information below. If the damage or issue is not visible, please send us a video demonstrating the issue.
- The pictures will be used as documentation to determine whether JYSK will approve the claim.

Mattresses

Photo must show the entire mattress without bed linen etc.

Don't place any heavy objects on the mattress or sit/stand on the mattress.

If you claim a dip, the photo must demonstrate the depth of the dip in centimetres.

The photo must clearly show the damage (broken slat, upholstery, other).

Photo showing the receipt or attachment of online order documentation.

Photos must not include faces due to GDPR.

If the packaging is damaged, include photos demonstrating this.

Other products

Photo must show the entire product without any additional products on it or covering it.

Photo must demonstrate the damage.

Photo showing the receipt or attachment of online order documentation.

Photos must not include faces due to GDPR.

If possible, add a photo of the batch number at the bottom of the product ["45..."].

If the packaging is damaged, include photos demonstrating this.

If claiming damage on multiple identical products, provide one photo showing all damaged items. E.g. a group photo of two chairs if both have a damage.

Please note that the warranty does not cover:

- **Normal wear and tear:** Conditions caused by lack of or incorrect maintenance, as well as improper assembly and installation.
- **Settling in upholstery materials:** Foam, feathers, and springs may settle. Mattresses can lose up to 20% of their height.
- **Spring mattresses:** Placed in bed frames without ventilation.
- **Incorrect storage:** Any improper storage of the product.
- **Lack of usage of mattress protector:** Claims are invalid if a mattress protector has not been used.
- **Colour fading:** Even the most colourfast fabric will fade if exposed to sunlight daily.
- **Rupture of base fabric:** Thin fabric underneath furniture can tear during transport. This fabric has no practical or cosmetic significance once the sofa is in place.
- **Damaged floors:** Caused by missing floor protection on furniture. Extra protection may be necessary for delicate floors.
- **Outlet and exhibition models:** Warranty covers only new failures appearing after purchase.
- **Damaged or missing parts:** Resulting from internal furniture rearrangement or redecorating within the same property.
- **Burn marks on artificial wood surfaces:** Glass items placed on artificial wood in direct sun light can cause the burn glass effect which can lead to burn marks and discoloration.
- **Contamination:** From other objects, clothes, food, and liquids (folds and wrinkles).

Appeal

If you want to complain about your purchase or JYSKs decision regarding a claim, contact a JYSK store or JYSK Customer Service.

If we are unable to find a solution, you have the option of filing a complaint as follows:

Please find a guide on solving an issue with a retailer here - <https://www.ccpc.ie/consumers/how-to-complain/>
If, contrary to expectations, you are dissatisfied with JYSKs decision regarding a claim, you can contact your local authorities <https://www.ccpc.ie/>

When filing a complaint, you must state our email address customerservice@JYSK.com.

See [Claim policy for B2B Customers](#).

8. Privacy policy

The purpose of this Privacy Policy is to inform you about how JYSK („JYSK“, „we“, „us“) is processing your personal data and your rights in that regard.

For the purposes described below and compliance with local data protection laws, the following JYSK entities are responsible:

- JYSK A/S, Soedalsparken 18, 8220 Brabrand, DENMARK ("JYSK HQ")
- JYSK, 1st Floor Biostat House, Pepper Road, Hazel Grove, Stockport, SK7 5BW ("JYSK [1011]")

If you have any questions regarding this Privacy Policy or the processing of your personal data, you can [contact us through our web form](#).

1. Purpose, types of personal data, and legal basis for processing

We process the following personal data:

Purpose	Types of personal data	Legal basis
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Online purchase (incl. Click & Collect and deliveries)

- Name
- Company name and information
- Billing Address
- Delivery address
- Email
- IP address
- Phone number
- Order reference number
- Selected delivery store
- User ID
- Payment info

The processing is necessary for our performance of the agreement with you regarding shopping at JYSK (GDPR, Article 6(1)(b)).

Our legitimate interest in handling the purchase (GDPR, Article 6(1)(f)).

If safety issues require us to contact you, we will use the provided contact information due to our legal obligation (GDPR, Article 6(1) (c)) under the Product Safety Regulation (REGULATION (EU) 2023/988, Article 35).

Communication, including personalised communication, with marketing

- Name
- Email
- Address
- Visit and search history on JYSK's website
- Purchase history
- Information collected via cookies and third-party media
- Information collected via pixels (device, email activity, including opens and clicks)

Your consent (GDPR, Article 6(1)(a)).

Our legitimate interest in administration of your consent (GDPR, Article 6(1)(f)).

Enhanced conversion and advanced matching
(In case of purchase, we use enhanced conversion and advanced matching, where your email and/or other data are shared in an encrypted format with Google and Meta. You can read more here:

[Google](#)

[Meta/Facebook](#)

- Hashed email address
- Hashed name
- Hashed home address
- Hashed phone number

Your consent (GDPR, Article 6 (1)(a)).

Creation of and maintaining of JYSK user account on Website	<ul style="list-style-type: none"> • Name • Company name • User ID • Address • Email • Country • Purchase history • Favourite products • Password (encrypted) • Different delivery address 	<p>The processing is necessary for our performance of the agreement with you regarding access to and use of the user account (GDPR, Article 6(1)(b)).</p> <p>Our legitimate interest in ensuring adequate registration and administration of user account (GDPR, Article 6(1)(f)).</p>
User activity analysis on Website (cookies)	<ul style="list-style-type: none"> • IP address • User activity • Time stamps • Browsing information, including information about your previous visits and preferences on the website 	<p>Your consent (GDPR, Article 6(1)(a)).</p> <p>Read more about our cookie policy</p> <p>Google Privacy Policy</p>
Newsletter	<ul style="list-style-type: none"> • Name • Email • Post code* • Birthday* • Browsing information, including user activity (sign up data/source, email activity - receive, open, click) • Website activity (cookie ID) <p>*Optional</p>	<p>Your consent (GDPR, Article 6(1)(a)).</p> <p>Our legitimate interest in ensuring adequate, relevant and insightful personalised newsletters and administration thereof (GDPR, Article 6(1)(f)).</p>
Back in stock reminder	<ul style="list-style-type: none"> • Email • Stock items 	<p>Your consent (GDPR, Article 6(1)(a)).</p>
Store locator	<ul style="list-style-type: none"> • Address • Post code • Information on localisation of your device 	<p>Your consent (GDPR, Article 6(1)(a)).</p>

Product reviews on website	<ul style="list-style-type: none"> • Name • Email • Review 	Our legitimate interest in collecting and displaying relevant customer feedback to promote transparency about our products (GDPR, Article 6(1)(f)).
Customer survey	<ul style="list-style-type: none"> • Name • Phone number • Email • Review 	Our legitimate interest to improve service quality ((GDPR, Article 6(1)(f)).
Customer service and support	<ul style="list-style-type: none"> • Name • Company name • Billing Address • Delivery address • Email • Post code • Phone number • User ID • Purchase history • Recordings of phone calls • Communication Records • Payment info 	<p>Our legitimate interest in ensuring adequate customer service and support (GDPR, Article 6(1)(f)).</p> <p>Your consent for phone recordings (GDPR, Article 6(1)(a)).</p>
Social media	<ul style="list-style-type: none"> • User name / profile name • Comments / reactions • Profile picture • Communication Records • Other social media activity 	Our legitimate interest in administrating our social media accounts and to provide adequate customer service and support (GDPR, Article 6(1)(f)).

Reporting product safety	<ul style="list-style-type: none"> • Name • Email • Order number* • Description* • Attachment* <p>*Optional: For reporting purposes, we may process descriptions or attachments containing personal info that you find it necessary to send us.</p>	Legal obligation (GDPR, Article 6(1) (c)) under the Product Safety Regulation (REGULATION (EU) 2023/988, Article 9).
CCTV	<ul style="list-style-type: none"> • Camera footage 	Our legitimate interest in keeping our premises, employees and customers safe (GDPR, Article 6(1)(f)).
B2B customer management**	<ul style="list-style-type: none"> • Company information (if considered personal data) • Contact name • Contact email address • Contact phone number • Order history and invoice data 	<p>The processing is necessary for the performance of a contract (GDPR, Article 6(1)(b)).</p> <p>We are legally obliged to retain invoicing records (GDPR, Article 6(1)(c)).</p>
B2B digital customer card**	<ul style="list-style-type: none"> • Company information (if considered personal data) • Customer ID • A QR code linked to the internal customer profile 	<p>Your consent to download and use the B2B digital purchase card and to receive related notifications and promotional emails (GDPR, Article 6(1)(a)).</p> <p>The use of the card is optional and based on the user's voluntary decision.</p>

**B2B-related processing activities are subject to the GDPR only when the data can be linked to an identifiable natural person; for example, in cases where the B2B customer is a sole trader or where a company's representative or contact person is identifiable.

2. With whom do we transfer personal data?

We may share your personal data with persons, business partners of JYSK and authorities that need the personal data for fulfilment of the processing purposes listed above, or to whom we are required to disclose your data under applicable law.

In some cases, we use third party processors to process your personal data on our behalf, for example suppliers of backup or cloud solutions, or of other IT systems used by JYSK.

If personal data are transferred to countries outside EU/EEA, JYSK ensures an adequate level of protection by using EU standard contractual clauses in the agreements with the data recipients, or by ensuring that the recipients are at least subject to special certification mechanisms or that they constitute "safe" third countries approved by the European Commission.

You can request a copy of the basis for the transfer by contacting JYSK via the contact details above.

3. Storage period

We store personal data for as long as is necessary to fulfil the purposes described above.

Backup copies containing personal data about you will be routinely deleted due to gradual overwriting and cannot be accessed in an ordinary manner.

4. Rights

You have a number of rights regarding the processing of your personal data.

If you wish to exercise any of these rights, please do so by [filling out this web form](#).

- **Right of access**

You have the right to access the personal data we process about you, as well as to receive additional information about the processing.

- **Right to rectification**

You have the right to have inaccurate personal data about you corrected.

- **Right to erasure**

In certain cases, you have the right to have your personal data deleted before our general retention period expires.

- **Right to restriction of processing**

In specific situations, you have the right to request that the processing of your personal data be restricted. If processing is restricted, we may only process the data – apart from storage – with your consent, or for the establishment, exercise or defence of legal claims, or to protect the rights of another person or important public interests.

- **Right to object**

In certain cases, you have the right to object to our lawful processing of your personal data.

- **Right to data portability**

In certain cases, you have the right to receive your personal data in a structured, commonly used and machine-readable format, and to have those data transmitted from one data controller to another without hindrance.

If you have consented to the processing of your personal data, you can withdraw the consent at any time by contacting us. However, such withdrawal will not affect any processing of personal data that has taken place prior to the withdrawal.

5. Complaints

You can complain to the Information Commissioner's Office about our processing of your personal data at any time.

6. Amendments to the privacy policy

This Privacy Policy may be updated and amended, for instance due to changes to legislation and practice within the data protection area. We advise you to keep yourself updated on any amendments to the Privacy Policy. Some amendments will be communicated directly to you by e-mail, and you may in certain situations be asked to accept significant amendments.

Date of latest amendment to the Privacy Policy: 11/11/2025

9. Newsletter

JYSK A/S, CVR 13590400, will contact me with communications regarding products offered by JYSK, including inspirational content, great offers and discounts, new launches, current campaigns, competitions, inspiration for events, follow-up on products left in the basket or products I have shown interest in, as well as follow-up emails after my purchase, e.g. with advice for product care.

Communications will also be carried out via third-party media, including Facebook, Instagram, YouTube, TikTok and Google.

JYSK may use my consent to contact me and ask if I wish to update and extend my consent in areas covering relevant marketing and data protection legislation.

JYSK processes information about my name and email and uses pixels, which allow JYSK to see when I open the newsletter, what I click on and which device I am using.

Personalised communications and marketing are tailored personally to me based on my first name, email, address, visit and search history on JYSK's website, purchase history and information collected via cookies and third-party media.

I can contact JYSK's customer service at any time with questions regarding the above.

10. Gift cards

You can buy JYSK UK gift cards on [JYSK.co.uk](https://www.jysk.co.uk).

By purchasing a JYSK UK gift card, you accept general terms and conditions for gift cards.

You can use the gift card as payment in the country where it was issued. You can redeem the gift card when purchasing items in a JYSK UK store or on [JYSK.co.uk](https://www.jysk.co.uk). The gift card cannot be used to buy more gift cards. If the value of the gift card does not cover your purchase, you must pay the difference using one of the accepted payment methods.

On [JYSK.co.uk](https://www.jysk.co.uk), gift cards can only be redeemed prior to the execution of your order. There are no interests on the gift card.

If you have placed an order on JYSK.co.uk and paid with a gift card, we will issue a new gift card and if the order is canceled. If you have paid partly with a gift card and partly with a credit card, we will refund the corresponding amounts on respectively the gift card and the credit card.

If you have placed an order in one of our stores and paid with a gift card, and if the order is canceled, we will issue a new gift card.

The gift card can be used for payment without identification. The gift card may, however, be blocked if it is lost, for example by theft. JYSK does not replace lost gift cards.

You can buy JYSK UK gift cards up to the maximum £600.00 per gift card.

Gift certificates are valid for 5 years from the date of issue.

11. Job applicants

The purpose of this Privacy Policy is to inform you about how JYSK („JYSK“, „we“, „us“) is processing your personal data and your rights in that regard.

For the purposes described below and compliance with local data protection legislation, JYSK UK Ltd, 1st Floor Biostat House, Pepper Road, Hazel Grove, Stockport SK7 5BW is the data controller.

If you have any questions about the privacy policy for job candidates, please contact hruk@jysk.com or reach out to the recruiter you were in contact with.

1. Purpose, types of personal data, and legal basis for processing

We process the following personal data:

Purpose	Types of personal data	Legal basis
Managing and evaluating your job application	<ul style="list-style-type: none">• Name• Email address• Phone number• Address• Recruitment-related data provided by you, such as your CV, cover letter, certificates, and other application documents• Your SmartRecruiters account login details• Reference check and personal data on the references	Our legitimate interest in assessing the most suitable candidates (GDPR, Article 6(1)).

Purpose	Types of personal data	Legal basis
Managing the recruitment process	<ul style="list-style-type: none"> Recorded video interview Notes and evaluations Communications between you and our recruitment team and any personal data contained therein Behavioural and cognitive assessment The status of your application Any additional information you voluntarily provide during the recruitment process 	<p>Our legitimate interest in managing the recruitment process (GDPR, Article 6(1)).</p> <p>The processing is necessary to take steps before entering an employment contract (GDPR, Article 6(1)).</p>
Referral through our web form	<ul style="list-style-type: none"> Name, email address, phone number, recommendation and CV of the referred person Name and email address of the referring person 	<p>Our legitimate interest in receiving referrals of relevant candidates (GDPR, Article 6(1)).</p>
Participation in a talent acquisition campaign or event (online or offline)	<ul style="list-style-type: none"> Name Email address Phone number Any additional information you voluntarily provide during talent acquisition campaigns. 	<p>Our legitimate interest in organising talent acquisition campaigns (GDPR, Article 6(1)).</p> <p>Your consent to contact you afterwards with relevant job opportunities (GDPR, Article 6(1)).</p>
Cookie activity	<ul style="list-style-type: none"> IP address User activity Time stamps Browsing information, including information about your previous visits and preferences on the website 	<p>Your consent (GDPR, Article 6(1)).</p> <p>Please see our cookie policy for more information.</p>

2. The use of automated decision-making

We can take the opportunity to use a system to analyse applications, including qualifications and experience that match the job description. Applications that do not fulfil defined criteria will be automatically filtered out.

The basis for automated decisions will be that some job opportunities are so attractive that it would be practically impossible for us to review all applications to find the most suitable candidate.

The consequences for applicants may be that rejected applications will not be considered for the position in question. This means that their application will not be manually reviewed by our recruitment team.

If automated decision-making is used for a specific position, the criteria and logic applied will be clearly outlined in the respective job advertisement.

3. With whom do we transfer personal data?

We may transfer personal data within the group structure, including to JYSK Corporate HR Department, which provides support and control functions for recruitment.

In some cases, we use data processors to process your personal data on our behalf such as Starred and SmartRecruiters.

If personal data are transferred to countries outside of UK, JYSK ensures an adequate level of protection by using standard contractual clauses in the agreements with the data recipients, or by ensuring that the recipients are at least subject to special certification mechanisms or that they constitute "safe" third countries approved by the UK.

You can request a copy of the basis for the transfer by contacting JYSK using the contact details provided above.

Specifically for transfer to SmartRecruiters, they participate under the EU-U.S. Data Privacy Framework. Further information can be found here: <https://www.dataprivacyframework.gov/list>

4. Storage period

We store personal data for as long as it is necessary to fulfil the purposes described above.

Your application will be stored for 6 months after the conclusion of the recruitment process.

We store personal data regarding talent acquisition campaigns or events in 6 months after receiving your consent.

5. Rights

You have a number of rights regarding the processing of your personal data.

If you wish to exercise any of these rights, please contact hrie@jysk.com or reach out to the recruiter you were in contact with.

- **Right of access**

You have the right to access the personal data we process about you, as well as to receive additional information about the processing.

- **Right to rectification**

You have the right to have inaccurate personal data about you corrected.

- **Right to erasure**

In certain cases, you have the right to have your personal data deleted before our general retention period expires.

- **Right to restriction of processing**

In specific situations, you have the right to request that the processing of your personal data be restricted. If processing is restricted, we may only process the data – apart from storage – with your consent, or for the establishment, exercise or defence of legal claims, or to protect the rights of another person or important public interests.

- **Right to object**

In certain cases, you have the right to object to our lawful processing of your personal data.

- **Right to data portability**

In certain cases, you have the right to receive your personal data in a structured, commonly used and machine-readable format, and to have those data transmitted from one data controller to another without hindrance.

If you have consented to the processing of your personal data, you can withdraw the consent at any time by contacting us. However, such withdrawal will not affect any processing of personal data that has taken place prior to the withdrawal.

6. Complaints

You can complain to the Information Commissions Office (ICO) Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF about our processing of your personal data at any time.

12. BUSINESS TO BUSINESS specific terms and conditions

This section concerns specific terms and conditions for customers who purchase our products for commercial use.

Warranty

Note that not all of our products are manufactured for commercial use, where harder wear and tear can be expected on products than with private use. If the products are used for commercial purposes, this purchase is therefore not covered by the warranty. If you need more specific instructions on what products we recommend for commercial use, you can contact JYSK Customer service.

Right of return

Note that the right of return is void for commercial purposes. It is therefore not possible to withdraw from a purchase that has been bought in a commercial context. This applies as soon as you have shopped as a

business or on a behalf of a business.

Liability

Under no circumstances is JYSK liable for loss of profits, loss of operations or other indirect loss.

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