

IKEA Store Operations & Services

Store Locations in UAE

DJA Store (Dubai Festival City)

Location: Dubai Festival City Mall, Dubai, UAE

Size: Large format store with full product range

Features: Complete home furnishing solutions, restaurant, customer parking

Operating Hours: 10:00 AM - 10:00 PM (Sunday-Wednesday), 10:00 AM - 12:00 AM (Thursday-Saturday)

Special Services: Home delivery, assembly service, interior design consultation

YAS Store (Abu Dhabi)

Location: Yas Mall, Yas Island, Abu Dhabi, UAE

Size: Medium format store with curated product selection

Features: Focused on small furniture and home accessories, compact restaurant

Operating Hours: 10:00 AM - 10:00 PM (Sunday-Wednesday), 10:00 AM - 12:00 AM (Thursday-Saturday)

Special Services: Click & collect, personal shopping assistance, design workshops

Sales Channels

Store Channel:

The primary retail channel offering the complete IKEA experience including: • Full product range display and sales • Self-service warehouse areas • Customer service and information desks • Checkout and payment processing • Product pickup and loading services

IFB Channel (IKEA Food & Beverages):

Integrated restaurant and food retail operations providing: • Swedish and international cuisine • IKEA signature food products • Grab-and-go food items • Beverages and snacks • Take-away food services

Customer Services

Shopping Services: • Personal shopping assistance and product recommendations • Interior design consultation and room planning • Product availability checking and reservations • Home delivery and installation services • Assembly service for furniture and larger items

Customer Support: • Product information and specifications • Warranty and return policy assistance • Spare parts ordering and replacement • Customer feedback and complaint resolution • IKEA Family membership benefits and loyalty programs

Digital Services: • IKEA app for product browsing and store navigation • Click & collect service for online orders • Virtual room planning tools • Augmented reality product placement • Digital receipts and purchase history