

# Our services

Because sometimes you need  
a helping hand



Scan the QR code or  
visit [IKEA.co.id](https://www.IKEA.co.id)



Find out about the many IKEA services  
you can use to make life a bit easier:  
Talk to a co-worker in the store, or  
Visit **IKEA.co.id**

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## Delivery service

### What we do

We'll deliver your purchases to your home or workplace. We don't just stop at your front door - we take it to whatever room you want.

### Zones and Pricing

|   | Purchases Weight | Area based on postal code                                      | Service Fee       |
|---|------------------|--|-------------------|
| <b>Home delivery</b>  | 0 - 5 kg         | Jabodetabek<br>Bali**<br>Bandung**<br>Semarang**<br>Surabaya** | Rp <b>29.900</b>  |
|   | 5 - 10 kg        |  | Rp <b>64.900</b>  |
|   | 10 - 100 kg*     |  | Rp <b>169.000</b> |
| Delivery outside above mentioned area will be charged based on weight and distance. |                  |  |                   |

\*Up to 100 kg. If your IKEA purchases weight more than 100 kg, Rp50.000 applies for another 50kg.

\*\*Delivery coverage is limited to 60 km radius within the store/Pick-up-point location.

FREE self-collect option is available at IKEA stores or Pick-up Points selected

### How to book in the IKEA store

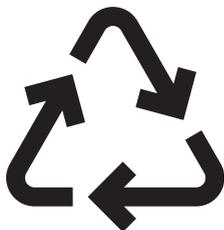
Order the service from our co-workers in the store.

*You can do it yourself,  
but you don't have to*



*Because sometimes  
it's nicer to stay in bed*





## Removal and recycling

### What we do

Our commitment is to ensure sustainability is part of our everyday work. That's why when we deliver your new IKEA furniture we're happy to take the old one away. It makes life a lot easier and helps reduce waste.

### Contribution

By contributing **Rp129.000** per trip, we will help you remove your old furniture.

We work together with a non-profit organisation that will collect, maximise and utilize the resource with minimum possible impact on the environment.

The total collected fund will be used to provide a free quality education for the needy.

### How to book

Order the service from our co-workers in the store or contact Customer Service at +6221- 2985-3900 / WhatsApp at +62811-1300-2242



## Furniture protection

### What we do

Furniture Protection is a home furnishings insurance product in partnership with PasarPolis. With Furniture Protection you can insure your home furniture more affordable and easily because you can apply and make a claim online.

**At this time, Furniture Protection service is only available for offline/in-store purchases.**

### Benefits

With premiums starting from Rp7.500, we will protect your furniture from:

1. Accidental damage
2. Damaged during self-product assembling (maximum 40% of the price of object insured)
3. Water damage
4. Fire and burglary
5. Natural disasters

### Premium and coverage

Maximum sum insured Rp500.000 - Rp100.000.000

Premium

Period coverage 12 month: **starting from Rp7.500**

Period coverage 24 month: **starting from Rp11.250**





## Interior design service

Are you having trouble planning your living space or small business and not sure where to start? Or need a solution to renovate your room?

No need to worry. Our interior designers are ready to help you! Our interior designers provide complete solutions from room layout, 3D drawing, color selection, and product selection.



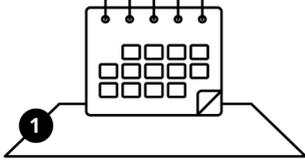
Planning fee starts from  
**Rp1.500.000\***

### How to book

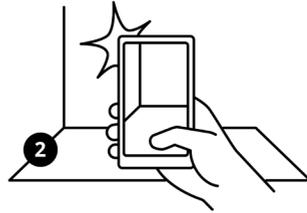
Order the service from our co-workers in the store or contact Customer Service at +6221- 2985-3900 / WhatsApp at +62811-1300-2242

*\*additional planning fee over 15m<sup>2</sup> is Rp 100.000/m<sup>2</sup>*

## How it works?



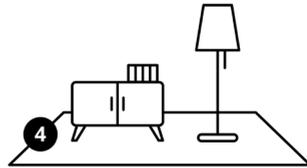
**Book an appointment**



**Do the measurement**



**Co-create with us**



**See the preview**

## For home & small business

### Interior design service

- Mood board with colours
- Layout of your room
- 3D drawings
- Lighting suggestion
- Product overview
- Purchase list
- Product range
- Colours and materials
- Refurnishing
- Organising
- Furnishing with textiles
- Furnishing with lighting
- A more sustainable home

## For companies

Visit [ikea.co.id/en/ikea-for-business](https://www.ikea.co.id/en/ikea-for-business)



## Measurement service

### What we do

We'll arrange for an experienced professional to visit your home and measure your space. Then you'll be sure to get the precise measurements that are so crucial to your new kitchen and bathroom.

### Pricing

Getting your home or office measured costs **Rp350.000** depending on the distance to your address.

*\*Delivery coverage is limited to 60km radius within the store/Pick-up point location.*

### How to book

Order the service from our co-workers in the store or contact Customer Service at +6221- 2985-3900 / WhatsApp at +62811-1300-2242



# Installation service

## Kitchen installation prices

| Installation Service | Description   | Price   | Notes   |
|----------------------|---|---|---|
| METOD                | <b>METOD kitchen set installation:</b> <ul style="list-style-type: none"> <li>METOD cabinets including hinges, bracket, rail installation and mounting to wall</li> <li>Doors, plinth, METOD legs and filler</li> <li>METOD fixed interior (drawers, rack and shelves)</li> </ul>           | <b>14%</b> of the product price with a minimum charge of <b>Rp399.000</b> | <ul style="list-style-type: none"> <li>Workmanship guarantee 180 days</li> <li>Site measurement needed</li> <li>Price excluding material</li> <li>For more information on other additional works, please ask one of our co-workers</li> </ul> |
|                      | <ul style="list-style-type: none"> <li>Worktop cutting &amp; installation</li> <li>Wall panel</li> <li>Sink, tap &amp; water tap, including cutting worktop and installation</li> <li>Kitchen Lighting - Only lighting installation and not include the supply of electric power</li> </ul> | <b>11%</b> of the product price with a minimum charge of <b>Rp299.000</b> | <ul style="list-style-type: none"> <li>Workmanship guarantee 90 days</li> <li>No site measurement needed</li> <li>Price excluding material</li> </ul>   |
|                      | <ul style="list-style-type: none"> <li>Knobs &amp; handles</li> </ul>   | <b>9%</b> of the product price with a minimum charge of <b>Rp199.000</b>  | <ul style="list-style-type: none"> <li>No guarantee</li> <li>No site measurement needed</li> <li>Price excluding material</li> </ul>  |

## Kitchen installation prices

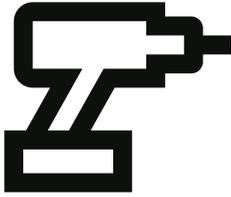
| Installation Service                         | Description   | Price   | Notes   |
|--|---|---|---|
| KNOXHULT, SUNNERSTA, ENHET, Kitchen lighting | <b>Kitchen set KNOXHULT, SUNNERSTA, &amp; ENHET installation:</b> <ul style="list-style-type: none"> <li>including doors, hinges</li> <li>worktop installation (as included in the packaging)</li> <li>Wall Panel</li> <li>Sink, tap &amp; water tap, including cutting worktop and installation</li> <li>Kitchen lighting - Only lighting installation and not including the supply of electric power</li> </ul> | <b>11%</b> of the product price with a minimum charge of <b>Rp299.000</b> | <ul style="list-style-type: none"> <li>Workmanship guarantee 90 days</li> <li>No site measurement needed</li> <li>Price excluding material</li> </ul> |
|  | <ul style="list-style-type: none"> <li>Legs</li> <li>Knobs &amp; handles</li> </ul>   | <b>9%</b> of the product price with a minimum charge of <b>Rp199.000</b>  | <ul style="list-style-type: none"> <li>No guarantee</li> <li>No site measurement needed</li> <li>Price excluding material</li> </ul>                  |
| Kitchen furniture                            | <ul style="list-style-type: none"> <li>Assembly and drilling , mounting rail, wall shelf, rack, trolley , bracket oven microwave, kitchen island, step stool, bench, knobs &amp; Handles, Legs and other kitchen furniture</li> </ul>   | <b>9%</b> of the product price with a minimum charge of <b>Rp199.000</b>  | <ul style="list-style-type: none"> <li>No guarantee</li> <li>No site measurement needed</li> <li>Price excluding material</li> </ul>                  |

## Bathroom installation prices

| Installation Service   | Description  | Price   |
|--|--|---|
| Bathroom   | <ul style="list-style-type: none"> <li>Assembly and installation for bathroom wash basin cabinet, worktop, wash basin and water tap with existing water point and according to standard of cabinet size, other bathroom cabinet, bathroom lighting (not including the supply of power), shower.</li> <li>Installation of bathroom accessories applies when there is a cabinet Installation bathroom</li> </ul> | <b>11%</b> of the product price with a minimum charge of <b>Rp299.000</b> |
| <ul style="list-style-type: none"> <li>Workmanship guarantee 90 days.</li> <li>No site measurement needed.</li> <li>Price excluding material.</li> </ul> |  |   |

## Bathroom installation prices

| Installation Service   | Description  | Price  |
|--|--|--|
| <b>Shower Tray</b>   | <ul style="list-style-type: none"> <li>Bathroom measurement includes a survey for floor drain marking.</li> </ul>  | <b>Rp450,000</b> / 1 Bathroom                            |
|  | <ul style="list-style-type: none"> <li>The Installation includes a shower tray waste trap. The tray can be recessed or surface mounted on top of the floor.</li> </ul>                                       | <b>14%</b> of the product price with a minimum charge of |
|  | <ul style="list-style-type: none"> <li>The Installation is suitable for newly established house project as it requires specific floor drain clearance. Pre-survey is required for existing house.</li> </ul> |  |
| <ul style="list-style-type: none"> <li>Measurement and pre-survey is required to determine installation work.</li> <li>Bathroom walls and floor must be installed before applying shower tray installation.</li> <li>Measurement service fee is refundable in IKEA gift voucher with purchase of FOTINGEN article</li> <li>Service prices exclude electricity, water, and building/work permit fee.</li> <li>Prices are only valid in JABODETABEK, PUP Bandung, and 60 km from the PUP location, including transportation fee</li> </ul> |  |  |



## Assembly service

### What we do

We'll assemble your furniture at your home or workplace. Getting us to put it together can be a real time-saver.

You can book the service for anything from a single piece of furniture to an entire PAX wardrobe system.

The service includes a free 30 days guarantee on workmanship. We take away the packaging and dispose of it in an environmentally friendly way.

### How to book

Order the service from our co-workers in the store or contact Customer Service at +6221- 2985-3900 / WhatsApp at +62811-1300-2242

## Furniture assembly (other than sofa and sofabed)

| Types of services                        | Price   |
|--|---|
| <b>Assembly</b>                          | <b>9%*</b> of the product price<br>with a minimum charge of <b>Rp199.000.</b> |
| <b>Wall mounting</b><br>(drilling holes) | <b>Rp25.000</b> per hole.   |

**\*Including installation of tip-over restraint for safety purposes.**

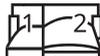
## Curtain, Curtain Rod & Blind Roller Assembly Service

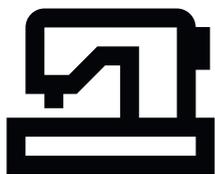
| Types of services | Price  |
|-------------------|--|
| <b>Assembly</b>   | <b>9%*</b> of the product price<br>with a minimum charge of <b>Rp199.000</b><br>No additional charge for drilling holes. |

## Sofa assembly service

We will assemble your sofa or sofabed at your home or workplace. All you need to do is to sit back and relax.

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
|  |  |  |  |  |  |  |  |  |
| <i>Footstool</i>  | <i>Single seater modular</i>  | <i>Bench with storage</i>   | <i>Corner section</i>   | <i>Armchair</i>   | <i>Chaise longue</i>  | <i>Sofa 2 seater</i>  | <i>Sofa 3 seater</i>  | <i>Sofa 2 seater + chaise longue</i>  |
| <b>Rp99.000</b>   | <b>Rp99.000</b>   | <b>Rp199.000</b>  | <b>Rp199.000</b>  | <b>Rp199.000</b>  | <b>Rp199.000</b>  | <b>Rp299.000</b>  | <b>Rp399.000</b>  | <b>Rp299.000 + Rp199.000</b>  |

|   |   |   |   |
|---|---|---|---|
|  |  |  |  |
| <i>One-seat sofabed</i>   | <i>Two-seat sofabed</i>   | <i>Three-seat sofabed</i>   | <i>Sofabed with chaise longue</i>   |
| <b>Rp199.000</b>  | <b>Rp299.000</b>  | <b>Rp399.000</b>  | <b>Rp299.000 + Rp199.000</b>  |



## Sewing service

### What we do

We can alter curtains in our range to fit your home or workplace needs perfectly. All you have to do is to pick the fabric or curtains and place the order.

Ask about combining this with our delivery service.

### Pricing

Basic hemming price for our curtains is **Rp25.000 / pc.**

Use our express hemming service to bring your curtain home within the same day, only available on Friday - Sunday and public holiday (except Eid al-Fitr and Eid al-Adha holiday).

### How to book

Talk to one of our IKEA co-worker in the store.

### Embroidery service

Make your favorite IKEA products unique only for you and your loved ones. We can help to embroider words to some selected IKEA products.

### Embroidery service price

|       |                    |   |
|-------|--------------------|---|
| Towel | Font Height 1,5 cm | <b>Rp20.000/10 letters</b> (maximal 20 letters) |
|       | Font Height 3 cm   | <b>Rp30.000/12 letters</b> (maximal 12 letters) |



## Finance option

### Interest free credit

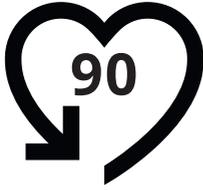
IKEA has flexible payment options for credit card holders that make it easy and affordable to furnish the home of your dreams. Simply inform the cashier that you would like to put your purchases on an Installment Payment Plan (IPP).

| 0% Installment Payment Plan | Credit card                     |     |     |              |
|-----------------------------|---------------------------------|-----|-----|--------------|
|                             | Mandiri Bank                    | UOB | BCA | Permata Bank |
| <b>3 months</b>             | minimum<br>Rp <b>500.000</b>    |     |     |              |
| <b>6 months</b>             | minimum<br>Rp <b>3.000.000</b>  |     |     |              |
| <b>12 months</b>            | minimum<br>Rp <b>6.000.000</b>  |     |     |              |
| <b>18 months</b>            | minimum<br>Rp <b>8.000.000</b>  | —   | —   | —            |
| <b>24 months</b>            | minimum<br>Rp <b>10.000.000</b> |     |     | —            |

### Financing Plan

If you have figured out how you want your dream home but need assistance to allocate the budget, we offer various financing options to bring your ideas to life. IKEA has partnerships with several independent financial institutions that allow you to apply for loans ranging from Rp 1 million to Rp 50 million to purchase any IKEA products. You can also choose the installment plan up to 24 months with an affordable monthly fixed value.

*\*Terms and conditions apply.*



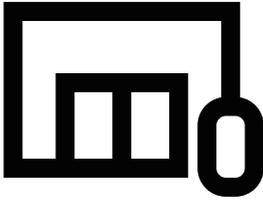
## Because sometimes you change your mind

Not completely satisfied with your IKEA product? Don't worry. Simply return the unused product in its original package within 90 days for a full refund. We will refund you in the same way as the original payment. Remember to bring your receipt.

We want to make sure your returned product can be enjoyed by someone else. That's why there are some products we can't refund:

- Custom-made products such as kitchen countertops, cut fabrics and cut blinds
- Products that have been assembled or damaged by you
- Bed textiles and unwrapped mattresses and mattress pads
- Plants and food products
- As-Is products

*\*Terms and conditions apply.*



## Click & collect

Enjoy free delivery by collecting your purchase at IKEA Pick-up Point or our nearest store. This free delivery applies to all online orders regardless of size\*.

Ship as little as a single sofa or as much as an entire combination of sofa, all for free!

\*Maximum total weight of 300 kg per transaction applies for IKEA Pick-up Point at Hero Permata Hijau with maximum product dimension 150x100x80 cm.

\*Maximum total weight of 1.500 kg per transaction applies for IKEA Pick-up Point at Hero Mall Taman Anggrek with maximum product dimension 150x150x150 cm.





