

IKEA Indonesia –Assembly & Installation Terms and Conditions

Last updated: 23 May 2025

General Information

- These Assembly Terms and Conditions (“Terms”) govern all product assembly services provided by IKEA Indonesia (“IKEA”) to customers either purchased in-store, online, or via the IKEA Indonesia app platforms.
 - By confirming the Service, you (“Customer”) agree to the terms stated herein.
 - IKEA Indonesia reserves the right to modify these Terms without prior notice. The latest version will always be available on www.ikea.co.id.
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1. Service Scope

1.1. Assembly Service

- Assembly services are available for selected products and must be booked in advance.
- Service includes unpacking and assembling provided IKEA instructions on the product in the designated area within the premises.
- The assembly team will not modify, cut, drill, or alter products or structures (e.g., walls, floors).
- Wall-mounting is not included in standard assembly; a separate service may apply.
- Services do not include wall mounting, electrical/plumbing work, or removal of packaging waste (and basic cleanup, unless stated otherwise).

1.2. Installation Service

- Applicable to selected product categories such as:
 - Kitchen systems (METOD, KNOXHULT, SUNNERSTA)
 - Wardrobes (PAX)
 - Bathroom furniture
 - Appliances (hood, stove, oven, etc.)

- For complex works (e.g., rewiring, custom carpentry), a site inspection may be required.

1.3. Exclusions:

- Electrical, plumbing, or wall-mounting work (e.g., lighting, TV brackets)
- Alteration or modification of products
- Reassembly or dismantling of non-IKEA items
- Disposal of old furniture (covered under separate service)

2. Booking & Confirmation

- Services must be booked through IKEA stores, website, or call center.
- Appointments will be confirmed via SMS, WhatsApp, email, or phone.
- Customer must be present during the agreed service time or assign a representative.

3. Service Hours & Coverage

- Services can be scheduled with after product delivered are provided between 09:00 – 18:00 (Monday to Saturday, excluding national holidays).
- Service is available in areas covered by IKEA Indonesia and its authorized partners.
- Additional charges may apply for locations outside service zones or in high-rise buildings without proper access.
- Assembly & Installation time slots are subject to availability and location.

4. Pricing and Payment

- Assembly & Installation service charges are calculated based on the product category and complexity.
 - Full payment must be made in advance. IKEA reserves the right to withhold the service for unpaid orders.
 - Pricing is displayed at checkout and is inclusive of **PPN (Value Added Tax)**.
 - Fees are non-refundable once the service has been rendered.
 - IKEA reserves the right to revise pricing due to changes in government taxes or service scope.
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5. Customer Responsibilities

- **Customers ensure that:**
 - Access paths are clear and safe and accessible.
 - Rooms are ready (clean, empty) for installation.
 - IKEA cannot move existing furniture or electronics during the service.
 - Electrical and plumbing connections are accessible and in good condition.
- Any delays caused by site readiness may result in rescheduling and/or additional charges.

6. Limitations & Exclusions

- **Services do not include:**
 - Moving or disassembling existing furniture.
 - Cutting countertops or modifying product dimensions.
 - Installing non-IKEA products.
- **IKEA is not liable for damage due to:**
 - Pre-existing structural defects (e.g., wall condition).
 - Inappropriate use or modification of IKEA products by customer post-installation.
 - Delays due to force majeure (e.g., natural disasters, traffic disruptions).
 - Damage caused by customer handling after delivery/assembly.
 - Inadequate space or access prevents proper service execution.
- **Product Condition**
 - The assembly will only be carried out for undamaged and complete IKEA products.
 - If parts are missing or defective, the service may be postponed until replacements are available.

- **Post-Assembly**

- Customers are advised to inspect and test the product before the assembly team leaves.
 - IKEA will not be responsible for any misuse or relocation of the product after the assembly is complete.
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7. Warranties & Claims

- Assembly and installation workmanship is warranted for 30 days from the date of service.
 - If defects or issues arise, IKEA will visit on-site, provided:
 - It is a workmanship issue.
 - The issue is reported within the warranty workmanship period.
 - Claims must include photos and original proof of purchase.
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8. Cancellations & Rescheduling

- Reschedule must be made at least 24 hours in advance.
 - Rescheduling due to force majeure (e.g., flooding, illness) can be done without penalty.
 - Fees are non-refundable for cancellation or No-show without notice.
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9. Privacy & Data Protection

- Customer personal data collected for service purposes is handled in accordance with IKEA Indonesia's Privacy Policy.
 - IKEA only shares data with third-party service providers for the purpose of fulfilling service obligations.
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10. Governing Law

- These Terms are governed by the laws of the Republic of Indonesia.

- In the event of a dispute, both parties agree to resolve amicably or through mediation under Indonesian law

11. Contact Us

- For detailed information about Service: [IKEA Service](#)
- For any delivery-related questions or changes, please contact:
- **IKEA Indonesia Customer Service**
 -  Phone: [+6221- 2985-3900](tel:+6221-2985-3900)
 - WhatsApp at [+62811-1300-2242](tel:+62811-1300-2242)
 -  Email: CS@IKEA.co.id
 -  Website: www.IKEA.co.id