

IKEA Indonesia – Delivery Terms and Conditions

Last updated: 23 May 2025

1. General Information

These Delivery Terms and Conditions (“Terms”) govern all product delivery services provided by IKEA Indonesia (“IKEA”) to customers purchasing through our stores, website, or mobile platforms. By placing an order, the customer agrees to the terms stated below.

2. Delivery Coverage Area

- IKEA delivers to addresses within designated service areas across Indonesia.
 - Delivery availability is based on your location, which will be confirmed during checkout.
 - Remote area deliveries may be subject to additional charges or limited-service availability.
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3. Delivery Services Offered

IKEA Indonesia provides the following delivery options:

- **Home Delivery (Large Items):** For furniture and large home furnishing items.
 - **Parcel Delivery:** For small items that can be shipped via a standard courier.
 - **Scheduled Delivery:** Choose a specific date and time slot (subject to availability).
 - **Same-Day / Next-Day Delivery:** Available for eligible orders in selected areas.
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4. Delivery Charges

- Delivery charges vary depending on the size, weight, and delivery location of your order.
- Charges are clearly indicated during the checkout process.
- Promotional free delivery may apply for certain campaigns or minimum purchase thresholds.
- Fees are non-refundable once the service has been rendered
- Additional charges may apply for products that cannot be moved into the elevator / building, **stairs access (above 3rd floor)** or **remote areas**.

Shifting fee	
Floor 1 st -3 rd	Free
Floor 4 th -5 th	IDR 100,000/floor (maximum to 5th Floor, IDR 200,000/invoice). It is your responsibility to shift products that exceed the maximum floor limit. IKEA reserves the right to refuse to carry out such transfers.

5. Delivery Schedule

- Deliveries are scheduled based on availability and logistics capacity.
 - IKEA will provide a confirmation email or SMS with the estimated delivery window.
 - In case of delays due to force majeure or other external factors, IKEA will inform you promptly.
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6. Receiving the Goods

Customers must:

- Provide accurate delivery details including phone number, full address, and access instructions.
 - Ensure someone (aged 18+) is present to receive the goods at the scheduled time.
 - Ensure access is available to elevators, entryways, and clear paths for large items.
 - Customers must check the condition of items upon delivery. Any visible damage or missing items should be reported to the delivery team or IKEA customer service immediately.
 - If delivery cannot be completed due to customer unavailability or incorrect address, a re-delivery fee may apply.
 - Signing the delivery form implies acceptance of goods in good condition.
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7. Failed or Missed Deliveries

- If the delivery fails due to reasons beyond IKEA's control (e.g. customer not present), re-delivery can be arranged with an additional fee.
- IKEA reserves the right to cancel the delivery service and refund product costs minus service fees if the customer repeatedly misses scheduled deliveries.

9. Safety and Liability

- IKEA ensures its service teams follow safety and quality standards.
- **IKEA is not liable for:**
 - 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.

10. Changes and Cancellations

- If the customer is not present or changes to delivery date or address during the confirmed delivery window, a **redelivery fee** may apply.
- Cancellation or rescheduling must be done **at least 24 hours before** the delivery date.

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

12. Amendments

IKEA reserves the right to amend these Delivery Terms and Conditions at any time. Updated versions will be published on our website.