

IKEA Indonesia – Kitchen & Bathroom Measurement Terms and Conditions

Last updated: 16 June 2025

General Information

- These Kitchen and Bathroom Measurement Terms and Conditions (“Terms”) govern all product measurement 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 Overview

- IKEA Indonesia offers a Kitchen & Bathroom Measurement service to support accurate planning and installation.
- This service is available in designated coverage is limited to 60km radius within the store/Pick-up point location. Requests outside these areas will be reviewed case by case.

2. Booking & Fee

- The service is available for a **fixed fee of IDR 350,000**, payable at the time of booking.
- This fee may be reimbursed as a **voucher valid for 90 days**, only if the customer purchases an IKEA’s Bathroom or METOD, ENHET, KNOXHAULT kitchen product within **90 days** from the measurement date.
- The **fee is non-refundable**.

3. Appointment Conditions

- The **customer or a designated representative** must be present during the site visit.
- Site measurement appointments can be scheduled in-store or via IKEA customer service.
- Measurements include dimensions and essential observations for planning kitchen or bathroom layouts.

4. Cancellations & Rescheduling

- Customers must provide **at least 24 hours' notice** to cancel or reschedule an appointment. Failure to notify within the required timeframe may result in forfeiture of the service fee

5. Scope of Measurement

- This service covers site measurements for:
 - IKEA kitchen systems (METOD, ENHET, KNOXHAULT including cabinets, sinks, countertops).
 - IKEA bathroom layouts include vanities, cabinets, and accessories.
- Measurement does **not** include utility assessments (e.g. electrical load, water pressure) unless relevant to IKEA installation feasibility.

6. Refund & Voucher Terms

- The IDR 350,000 fee applicable to **redeemed as voucher discount** (valid for 90 days) if the customer:
 - Purchases IKEA METOD kitchen worth a minimum qualifying amount,
 - Within **90 days** from the site survey date.
- No voucher will be issued if purchase criteria are not met.
- Voucher is non-transferable, non-redeemable for cash, and valid for **in-store purchases only**.

7. Installer Visit & Planning Updates

- IKEA may send an approved installer for a second preparatory visit prior to kitchen/bathroom installation.
- Updates to layout plans or quotations will be provided based on final measurements.

8. Limitation of Liability

- IKEA and its contractors are not responsible for:
 - Any costs due to inaccessible areas during site visits,
 - Hidden structural issues, damage from customer negligence, or incorrect information provided.
- The customer is responsible for ensuring site access and safety during the measurement visit.
- or require an additional charge for rebooking.

9. Guarantee

- Any follow-up service such as installation comes with a **30 days workmanship guarantee**, subject to standard IKEA Indonesia conditions.

- Defects due to misuse, unauthorized modifications, or external conditions (e.g. flooding, structural instability) are not covered.

10. Data Privacy

- Customer information collected during the booking and execution of the measurement service will be handled in compliance with IKEA Indonesia's privacy policy.

11. 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

12. 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