

IKEA Indonesia – Interior Design Service (Professional Measurement) Terms and Conditions

Last updated: 16 June 2025

General Information

- These Interior Design Service (Professional 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.
-

Service Overview

IKEA Indonesia provides a professional interior design and measurement service to support your home furnishing project. This includes online or offline consultation sessions available at all IKEA Indonesia stores.

1. Scope of Service

- IKEA Interior Design Service includes:
 - On-site professional measurement of the designated room/space (e.g., kitchen, bathroom, bedroom, living room).
 - Consultation on furniture layout and design using IKEA products.
 - Recommendations for space optimization using IKEA solutions.

2. Coverage Area & Service Availability

- The measurement service is available within a 60 km radius from IKEA stores located in:
 - JABODETABEK (Jakarta, Bogor, Depok, Tangerang, Bekasi)
 - Bandung
 - Surabaya
 - Bali
- The service is available only in designated delivery and service areas covered by IKEA Indonesia. Please consult with the IKEA Design Interior Service team to confirm coverage.
- Appointments are subject to availability and will be confirmed after payment is received.

3. Measurement Service Fee

If the customer does not provide their own space measurements, IKEA offers an on-site professional measurement service with the following pricing structure:

Measurement Area	Fee	Remarks
Up to 100 m ²	IDR 500,000	Applies within 60 km radius of IKEA stores in JABODETABEK, Bandung, Surabaya, and Bali
Above 100 m ²	IDR 500,000 + IDR 5,000/m ²	Additional cost applies per m ² exceeding 100 m ²
Maximum Fee	IDR 800,000	Maximum charge cap

- Prices include taxes.
- Measurement service fees are non-refundable and must be paid prior to scheduling the visit

4. Customer Responsibilities

- Customers must ensure:
 - Access to the property/site at the scheduled time.
 - Presence of the property owner or authorized person to coordinate with the measurement team.
 - That the area to be measured is clean, accessible, and safe for inspection.
 - Provide relevant information regarding the space (e.g., floor plan, access limitations).
 - Guarantee that the measurement area is accessible and safe for the IKEA team.

5. Deliverables

- IKEA will provide:
 - A digital layout/plan based on accurate measurements.
 - IKEA product suggestions based on customer needs.
 - Optional product shopping list and quotation upon request.
 - The service is limited to space measurement and basic layout validation.
 - Interior design recommendations are conceptual and non-structural.
 - IKEA does not perform structural evaluations (e.g., walls, plumbing, electrical).

6. Cancellation and Rescheduling

- Rescheduling must be requested at least 24 hours in advance of the scheduled appointment.
- Cancellations made less than 24 hours before the appointment will incur a forfeiture of the service fee.
- In case IKEA cannot fulfill the appointment due to operational or unforeseen circumstances, a full refund or reschedule will be offered.

7. Limitations

- IKEA does not guarantee structural, electrical, or plumbing assessments. This service is solely for space measurement and IKEA-based interior planning.
- The service does not include installation, wall removal, or physical renovation work.

8. Liability

- IKEA shall not be liable for:
 - Any delays caused by customer unavailability or inaccessible premises.
 - Any indirect or consequential damages arising from the use of the design plan.

9. Validity

- This service and the resulting design consultation are valid for use within 90 days from the date of measurement.

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