

# IKEA Indonesia – Sewing & Embroidery Service Terms and Conditions

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## 1. About the Sewing Service

The Sewing and Embroidery Service (“Service”) includes custom tailoring of IKEA textile products such as curtains, towels, slipcovers, and other accessories. The service is provided by **PT. Rumah Mebel Nusantara (IKEA Indonesia)**. The service may be performed by an authorized third-party subcontractor, but IKEA Indonesia remains fully responsible for the quality and fulfillment of the service.

By placing a service order, the customer (“you”) agrees to these terms.

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## 2. Scope & General Terms

- All fabric measurements must be provided in centimeters (cm) and verified by the customer before placing an order.
  - Fabric color may vary between production batches. Minor differences are not considered defects.
  - IKEA recommends customers request **free fabric samples** to ensure the desired color and texture.
  - Curtains are loosely hemmed at the bottom to accommodate humidity or temperature changes.
  - IKEA does **not cut curtain rods to custom sizes**—customers may adjust rods at home.
  - Custom embroidery (e.g., names or identities) is available.
  - **Cut fabric or embroidered items cannot be returned.**
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## 3. Products & Limitations

- The average IKEA curtain length is 2.5 meters.
- Final product color may differ slightly from samples.
- Curtains must be inspected before being cut or installed.
- IKEA is not responsible for incorrect measurements provided by customers.

- **Custom-made items cannot be returned once production has started.**
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#### 4. Customer Responsibilities

- Customers are fully responsible for the **accuracy of curtain measurements** for their windows or doors.
  - Customers must verify the **correct spelling, name, size, and placement** for embroidery.
  - All orders require **written confirmation and a customer signature**.
  - **No cancellations or changes can be made after production begins.**
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#### 5. Delivery & Installation

- Finished products can be collected in-store as per each store's policy. Processing time may vary by location. Customers should contact the store's customer service desk for exact timelines.
  - Curtain or slipcover installation is available only if booked separately.
  - IKEA does not cut curtain rods to size—customers may do so independently or request guidance.
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#### 6. Order Cancellation & Changes

- Customers have **24 hours after confirmation** to modify their order.
- After 24 hours, the order is processed and **cannot be canceled**.
- Cancellation requests must be submitted **at the store** using the official form and **must include a signed receipt request**.
- Returns are only accepted if:
  - IKEA has pre-approved the return.
  - The product is found to be defective or damaged upon receipt.
- All claims must be filed **within 3 days of delivery**.
- Items that have been **cut, modified, or further processed** cannot be returned.

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## 7. Claims & Complaint Procedure

- Claims for missing items must be submitted **within 3 days** of delivery.
- IKEA does not accept claims for:
  - Minor color variation.
  - Customer-modified products.
  - Customer measurement errors.
- IKEA will **attempt to repair issues** at the workshop before offering a replacement.

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## 8. IKEA Indonesia's Rights

- IKEA may withdraw products from the catalog at any time without prior notice.
- IKEA reserves the right to **reject orders** not compliant with service policies/specifications.
- IKEA may **update these Terms** without notice; the latest version is available on the official website.

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## 9. Privacy & Data Protection

- Customer data collected for the service is processed according to the **IKEA Indonesia Privacy Policy**.
- IKEA shares customer data only with third-party service providers as needed to fulfill the service.

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## 10. Governing Law

These Terms and Conditions are governed by the laws of the **Republic of Indonesia**.  
In case of dispute, both parties agree to settle amicably or via mediation under Indonesian law.

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## 11. Contact Us

For more information on our services:

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 Website: [www.IKEA.co.id](http://www.IKEA.co.id)