

IKEA Indonesia – Removal & Recycling Service Terms and Conditions

Last updated: 16 June 2025

General Information

- These Removal and Recycling Service 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 Description

By purchasing this service (IDR 129,000 per trip), IKEA Indonesia will collect and responsibly manage your old furniture, contributing to environmental sustainability and supporting partnered non-profit organizations.

2. Eligibility of Items

- Only **fully assembled, intact, and usable** furniture items are eligible. Items must not be broken or dismantled
- Please submit a **photo of the furniture** when ordering the service
- Domestic waste, building debris, and general household trash are **not accepted**.

3. Booking & Scheduling

- Schedule the service **in-store** or by contacting IKEA Customer Service at +6221-2985-3900 or WhatsApp +62811-1300-2242.
- Pick-up times are **subject to availability**.

4. Service Fee

- Standard fee per trip: **IDR 129,000**
- If pickup is from a building **over 3 floors**, an additional **IDR 100,000** applies.

5. Service Limitations

- Only removes furniture taken away in a single trip; multiple items may incur extra charges.
- IKEA Indonesia retains the right to **cancel orders** that do not comply with these terms, as well as general terms on www.IKEA.co.id and the IKEA App.

6. Sustainability & Community Partnership

- Collected items are donated to non-profit partners (e.g., Yayasan Widhya Asih Bali, Panti Asuhan Dorkas) for reuse or recycling.
- Proceeds support **free quality education and social programs**

7. Use with New Purchase (Optional)

- If scheduled alongside a new furniture delivery (e.g., sofa, mattress, kitchen cabinet), the service may be provided **free of charge**, subject to current promotions (e.g., “Free Sofa Removal Service” within 60 km radius). Eligibility and periods apply.

8. Conditions for Special Furniture Types

- *Mattresses, sofas, wardrobes, kitchen cabinets*: Must be dismantled (for kitchen) and fully usable.
- IKEA does **not** disconnect appliances or plumbing during pickup ikea.com.
- Items removed cannot be returned, refunded or retrieved afterward ikea.com.

9. Governing Conditions

- This service is subject to **availability**, IKEA Indonesia's **general Terms & Conditions**, and **local regulations**.
 - IKEA reserves the right to **reject or cancel** any pickup that violates these conditions.
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Summary Table

Aspect	Details
Fee	IDR 129,000/trip (plus IDR 100,000 for 3+ floor buildings)
Eligibility	Intact, assembled, usable furniture; photo required
Excluded Items	Domestic/garden waste, broken or dismantled items
Booking	In-store or via CS (+6221-2985-3900, +62811-1300-2242)
Promo Option	Free with new furniture purchase if within promotion
Sustainability Impact	Donations to partner NGOs; supports education & recycling

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