

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.

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