

# Custom-made benchtops and splashbacks – Recommended Next Steps, Service Fee Guideline & Customer Readiness for Check Measure

## Porcelain / Recycled glass

### **Congratulations on your decision to purchase a new IKEA kitchen!**

You have the option to complete your new IKEA kitchen with a custom-made benchtop (and/or splashback) with any supplier of your choice.

Should you elect to purchase a benchtop (and/or splashback) made of porcelain or recycled glass, that benchtop (and/or splashback) is manufactured, supplied and installed by an external provider to IKEA named BE-Classic Stone Pty Ltd (BE-Classic). BE- Classic are the selected supplier to provide custom made benchtops to IKEA customers.

Once IKEA passes on your details to BE-Classic (via an online portal). BE- Classic will contact you to enter a separate terms & conditions governing the manufacture, delivery and installation of your custom-made benchtop (and/or splashback). Our understanding is that unless you enter in an alternate arrangement with BE-Classic directly that they will be the only entity to provide the installation and delivery service. Please contact BE-Classic directly for further queries regarding the installation & delivery service. The terms & conditions offered by BE-Classic also governs any concerns and disputes you may have in relation to the work performed and therefore by electing to purchase a custom-made benchtop (and/or splashback) you acknowledge that you will be dealing directly with BE-Classic for all matters obtaining to the services ordered.

### **Steps for our IKEA Customers:**

1. Our IKEA Specialist will create a custom-made benchtop (and/or splashback) estimate of materials & operational costs (cuts, polishing or joins, if applicable) and additionally provided a guideline on next steps, advice and guidance containing expectant fees for installation services based on recommendations and fees as provided by BE-Classic (see below: Note this is a guideline only and that any service fees required are to be provided by and directly payable to BE-Classic via an online portal).
2. If you elect to proceed, based off the estimate provided by IKEA and service fee schedule provided by BE-Classic (outlined below) you will have a profile created in the BE-Classic online portal where you will (on your own accord) elect a date for the check measure service. Following which BE-Classic will reach out and contact you to confirm this and any service fees required. Please note Communication and confirmation of check measure service is with BE-Classic directly (via the provided online Portal)  
Please use the following details to logon to the portal:

**Login:** Use your mobile phone number as recorded on the IKEA Shopping List

**Password:** Use your IKEA Shopping List Number (9 digits)

**Portal link:** [Benchtop Order System](#)

Once you access the portal for the first time, you will be prompted to reset your password.

The services ordered will be subject to BE-Classic's terms and conditions, provided by BE-Classic. The agreement regarding the services is between BE-Classic and the customer, and

include the handling of any complaints in regard to delivery & installation (as IKEA is not involved in any delivery or installations services in relation to custom-made benchtops (and/or splashbacks).

3. Complete your kitchen installation according to assembly guides and instructions
4. Review and complete provided checklist (below) to assess readiness for check -measure service (Please note check measure service will be conducted by BE-Classic upon completion of your kitchen cabinetry installation). If 'No' has been selected for some of the answers the site may not be ready for check measure. Proceeding may result in a second visit required and an additional fee directly payable to BE-Classic.
5. Check Measure service (arranged as part of step 2) directly with BE-Classic will be conducted and any variations on material & operational costs (cuts, polishing or joins, if applicable) will be provided to IKEA. IKEA will amend the initial estimate, creating a sales order and contact you for payment for the following items:
  - a. Porcelain/recycled glass material – the price will be based on the total size of the custom-made benchtop and/or splashback. The price is also dependant on the colour of your choice, any costs for operations (cut-outs, polishing and joins) to be made during the manufacturing of the custom-made benchtop and/or splashback.
  - b. Please note: Payment for any required service fees will be directly payable to BE - Classic via the online portal. IKEA is unable to accept any payments on your behalf in relation to the delivery & installation service to be performed by BE-Classic.
6. As elected by you, your custom-made benchtop (and/or splashback) will be fabricated, delivered and installed by BE-Classic:  
Estimated timing for fabrication and delivery:  
Fabrication and installation are expected to be completed within 15 working days (excluding public holidays) from a successful check measure and payment of your materials with IKEA. This is subject to the premises location, stone type and any variations identified during check measure. Should any delays occur you will be notified by BE-Classic.

# Service Fee Schedule:

## BE-Classic Pty Ltd. SERVICES FEES AND ADDITIONAL CHARGES

Updated: 15/01/2026

Installation and Service fee's have been provided by BE-Classic to our IKEA customers (and is subject to amendment)

NEW Pricing structure BE-Classic Services (GST included)		
Measurements (including C&M first orders)		\$ 200.00
Glass	Installation size < 4m <sup>2</sup>	\$ 699.00
	Installation size 4m <sup>2</sup> - 8m <sup>2</sup>	\$ 849.00
	Installation size > 8m <sup>2</sup>	\$ 999.00
HPP	Installation size < 4m <sup>2</sup>	\$ 799.00
	Installation 4m <sup>2</sup> < size < 8m <sup>2</sup>	\$ 999.00
	Installation size > 8m <sup>2</sup>	\$ 1,199.00
Extra charge for long-distance per order		
	For store 40-100km	\$4.5 per km per order
	For store 100-150km	\$750 one off fee
	For store 150-200km	\$1000 one off fee

- Prices for installation include transport (delivery charges) for distances <40km. Distance is calculated from the store to the customer's premises.
- Prices for installation include two (2) people in the installation team from BE-Classic.
- Additional charges for transport apply for distances above 40 km.
- Additional charges for labour (extra installers required) will incur a \$250+GST fee per person required. This will be assessed at the time of the check-measuring (templating) service and customers will be advised and quoted about additional fees by the BE-Classic team performing the service. These fees must be paid by the customer to BE-Classic before the installation service is performed.
- Machinery or special equipment required for safe access to the premises (i.e. crane equipment), must be arranged and paid by the customer prior to the installation service is performed.

# Customer Readiness for Check Measure Checklist:

Complete the below checklist prior to booking your check measure to make sure you are ready for your check measure service

If you have questions regarding the booking of services, services payment or changes to the templating or delivery times or any other general enquiries related to the visit of the BE-Classic stonemason, please contact BE-Classic Stone Pty Ltd at (03) 9532 5338 (Mon-Fri 9am-5pm AEST) or by e-mail on [service@be-stone.com.au](mailto:service@be-stone.com.au).

Site is clean, tidy and accessible (site access considerations: steep driveways, multiple stairs, stairs with sharp corners/ narrow stairs, narrow corridors, new builds/ construction sites, apartments with small lifts, parking issues)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
A representative of 18 years or older will be present at the time the service is carried out	<input type="checkbox"/> Yes	<input type="checkbox"/> No
All relevant fixtures are on site (Sink, Hob, Taps, an additional relevant fixture & appliance)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
All existing benchtops or splashbacks have been removed	<input type="checkbox"/> Yes	<input type="checkbox"/> No
All kitchen cabinets have been installed (as per assembly and installation advice provided in each IKEA product) and levelled (max. tolerance 2mm over 2 metres).	<input type="checkbox"/> Yes	<input type="checkbox"/> No
All walls are in final position, level and smooth	<input type="checkbox"/> Yes	<input type="checkbox"/> No
All sinks, hobs and taps accessible have been disconnected and deemed compatible (if purchased in another retailer different to IKEA) with the internal measurements of the METOD system cabinets.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
The entirety of the custom-made product is within the internal walls of the building.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
All planned power points are installed but disconnected and removed at the time of installation if a splashback is being installed	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If a dishwasher is to be installed at the end of a cabinetry-row then a reinforcing structure or cover panel has been fitted in place	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Depending on the job complexity with benchtop and splashback combined orders, the splashback may need to be measured and manufactured after the benchtop has been installed. The Stonemason will discuss this at the check-measure if necessary.

The Stonemason will not be able to assist you with changes or confirmations to the IKEA sales order for materials, including colour and thickness changes. BE-Classic will submit information to IKEA on materials sizes, as well as additional charges for cut-outs, polishing or joins as part of the check-measure process.

The Stonemason cannot assist with cabinet adjustments or plumbing and electrical installations.

If the site is not accessible, or the fixtures are not onsite for the Stonemason to complete the check-measure process, an additional 'site inspection & check-measure' service fee will be payable directly to BE-Classic.

The production details will be shared and confirmed with you at the end of the check-measure appointment. Once you agree with them, the colour, measures, cuts and polishes will be considered final. Further changes require an additional templating service fee payable directly to BE-Classic.

## Further questions?

If you have any questions regarding kitchen plans, order information (including changes to the original order), product payment (including payment of variations), maintenance, guarantee or general enquiries then please contact IKEA on any day between 9am -8pm AEST/AEDT on the phone numbers listed in the 'Contact Us' page of [IKEA.com.au](http://IKEA.com.au) or [custommade.benchtops.au@ikea.com](mailto:custommade.benchtops.au@ikea.com)