

IKEA In-Home Measuring Service

Effective Date: 1 August 2025 (v1)

Terms & Conditions

1. **General:** These terms and conditions form a legally binding contract between you, ("Customer", "you", "your"), and IKEA Pty Limited ("IKEA", "we", "us" and "our"), and govern the terms offers with our In-Home planning service. You will be given a copy of these written Terms and Conditions at the time of providing IKEA with payment for the service.
2. **WA, TAS and NT excluded:** The offer is not available for any residential location within the State of Western Australia, State of Tasmania and/or the Northern Territory.
3. **Metropolitan areas only:** The residential location must be within:
 - a) the greater Metropolitan area of Sydney, Melbourne, Brisbane, Adelaide and Canberra; or
 - b) a serviceable postcode for this service (please contact IKEA's Remote Customer Meeting Point (RCMP) customer support centre to determine if your location is serviceable.
4. **Measuring Service:** IKEA offers to you, the Customer, an in-home Measurement service performed by a *professional third-party service provider* to attend to your residential property and will measure your space in the comfort of your own home so that IKEA can obtain an accurate room plan to assist you with planning your new room.

The Measuring Service covers a single designated area/room intended to be your kitchen, and the following measurements are taken (including photographs):

- a) Room dimensions (height, length, width)
- b) Dimension and position of windows and doors
- c) Position of external kitchen walls
- d) Width of all windows (including the sill) and their height (from the existing floor level) above the floor
- e) Position of sloping ceilings
- f) Position of electric, water and gas connections and other fixtures inside the kitchen room area (e.g. pipes, radiator, boiler, hot water tank etc); and
- g) Will confirm whether all room corners are square

This service does not cover any other rooms within the home (such as bedrooms and/or bathrooms) that were not intended to be used as a kitchen area.

5. **Sub-contractors to provide Measuring Service:** We subcontract the Measuring Service to our trusted service providers (**Service Provider**). The Measuring Service will be performed by the designated personnel (**Measuring Representative**), who are representatives of our Service Provider. IKEA will always remain responsible for the performance of the Measuring Service to you.
6. **Preconditions to Measuring Service:** You acknowledge and agree that for the Measuring Representative to provide the Measuring Service at your residential premises (**Service Location**):
- a) you must ensure that someone aged 18 or over is available to accept the Measuring Service at the Service Location at the time of the Measuring Appointment (see condition 8 of these Terms);
 - b) you must make sure that there is adequate parking available for the Measurement Representative, safe access to the property and a clear and level surface available for the Measurement Representative to complete the Measuring Service at the Service Location (see conditions 8 to these Terms);
 - c) you will be responsible for ensuring that you provide complete, correct and accurate information and instructions regarding the Measuring Service and the Service Location to enable us to provide the Measuring Service (see condition 8 of these Terms).
 - d) You will be responsible for ensuring that all known obvious hazards at the Service Location are removed or identified (including, but not limited to, the securing of any pets) at the time of the performance of the Measuring Services;
 - e) The kitchen area at the Service Location must be fully complete and cannot be due to and/or be in the process of being renovated; and
 - f) By accepting these terms and conditions and proceeding to the book the Measuring Service, you consent to the Measuring Representative taking photographs of the kitchen space, all appliances, plumbing and any obstructions in the immediate area.

The Measuring Representative may not be able to provide the Measuring Service if any of these conditions are not satisfied on the day of your appointment.

7. **Correct information:** We will need certain information from you to provide the Measuring Service at the Service Location at the date and time it is scheduled by you (**Measuring Appointment**). For example, the address of the Service Location, any specific requirements, access restrictions, or special conditions. This will be requested from you when you place a booking for the Measuring Services. We will also call you prior to the Measuring Appointment to confirm any such requirements.

If any of the information requested or that you provide to us is incomplete or incorrect, then the Service Provider may not be able to supply the Measuring Service (see condition 6 of these Terms).

If your information or details for your Measuring Service changes after placing your order for the Measuring Service (for example your availability or the address of the

Measuring Location), please contact us as soon as possible (but no less than 24 hours prior to the date of your Measuring Appointment) so that we can update your order and ensure that the Measuring Representative is informed.

Revising your Service Location may result in a delay or change to the date or time of your Measuring Appointment.

8. **Booking a Measuring Service:** When you book a Measuring Service, you will be asked to select a day for the provision of the Measuring Service and a timeframe within that day when the Measuring Service may be provided. You must ensure that someone over the age of 18 is available to accept the Measuring Service at the Service Location at the time of the Measuring Appointment
9. **Payment for Measuring Service:**

Description of Fee	Price
Measuring Service Fee (Each Room/Area)	\$119.00
Cancellation Fee (Each Room/Area)	\$40.00

You will be required to pay for the Measuring Services (the **Measuring Service Fee**) at the time of booking your Measuring Appointment with IKEA. You may make payment of the Measuring Service Fee to an IKEA co-worker if booking the Measuring Services in-store and/or by phone to the IKEA RCMP customer support center (see condition 18 of these Terms)) or online. Multiple rooms/area will require a separate payments of these fees for each room/area.

Cancellations with more than 24 hours are free of charge and the **Cancellation Fee** will not be imposed where you have provided IKEA with more than 24 hours' notice remaining from the time of your Measuring Appointment Window.

The **Cancellation Fee** is only imposed where:

- a) You do not provide IKEA with a minimum of 24 hours' notice of cancellation of your Measuring Appointment.
- b) You have cancelled your Measuring Appointment consecutively for 3 or more appointments.

If imposed, the Fee portion will be retained by IKEA and you will receive the remaining amount of the Measuring Service Fee in the form of a refund of the balance.

While great care has been taken to ensure the accuracy of all prices and descriptions, IKEA reserves the right to correct any errors and adjust prices (including GST or other statutory charges that are out of our control).

10. **Time of Measuring Service:** The Service Provider will contact you prior to the scheduled date for the Measuring Service. This will occur the day before the Measuring Appointment to confirm the booking window for the Measuring Services to be provided on the relevant day (**Measuring Booking Window**). The Measuring Service may be provided at any time within the Measuring Booking Window.

You acknowledge and agree that:

- a) the length of the Measuring Booking Window does not necessarily reflect the total time of the Measuring Service; and
- b) depending on the complexity of the designated area to be measured, the duration of the Measuring Service.

The Measuring Representative will inform you of the estimated duration of the Measuring Service upon arrival at the Service Location.

- 11. **Measuring Appointment:** During the Measuring Service, you must ensure there is adequate clear, clean and safe space available in the designated area, as the Measuring Representative is not responsible for moving any existing furniture or other items.
- 12. **Deliverables from the Measuring Service:** After completing of the Measuring Service, you will be provided input measurements onto grid paper. You will receive a copy of the measurements obtained by the Measuring Representative and a draft IKEA plan saved to your IKEA family account or via e-mail, including a link to the IKEA Planner with your layout pre-loaded. You consent to the Service Provider providing to IKEA the above information, and any other information obtained at clause 4 of these Terms (including, but not limited to, any photographs taken by the Measuring Representative during the Measuring Appointment).
- 13. **Redemption of Measuring Service Fee:** The Measuring Service Fee will be redeemable towards the final purchase order by the Customer from IKEA for any product from our Qualifying Range below (resulting in a discount equal to the Measuring Service Fee). A **minimum of \$1000** total spend (prior to redemption) on any Qualifying Range product(s) threshold applies to activate.

The Qualifying Range under this Clause 13 is any product from IKEA that is not excluded below:

- a) Any IKEA Gift Cards;
- b) Any IKEA Food purchases at the Swedish Restaurant (in-store);
- c) Any services offered by IKEA (including, but not limited to, Installation services, measuring service or the like); and
- d) Any cost(s) of delivery.

When you are ready to redeem, you must notify the IKEA kitchen sales co-worker at the time that you wish to redeem the Measuring Service Fee (as this will not be automatic).

- 14. **Our liability:** Nothing in these Terms limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees set out in Schedule 2 - Australian Consumer Law of the *Competition and Consumer Act 2010* (Cth) (**ACL**) or similar consumer protection laws in the State and Territories of Australia (**Non-Excludable Guarantees**).

If the ACL or any other legislation implies a condition, warranty or term into these Terms or provides statutory guarantees in connection with these Terms in respect of goods and services supplied, IKEA's liability for breach of such condition, warranty, or other term or guarantee is limited (at IKEA's election), to the extent it is able to do so, in the case of supply of the Measuring Service(s), IKEA doing either or both of the following:

- a) supplying or arranging for the supply of the Measuring Service(s) again; and/or
- b) paying the cost of having the Measuring Service(s) supplied again.

Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, IKEA (including its respective officers and employees) is not responsible for and excludes:

- a) any liability (including negligence), loss, damage or expense incurred by you or death or personal injury sustained by you as result of or in connection with the Measuring Service that arises from any negligence on your part; and
- b) any Consequential Loss in any way arising out of the supply of the Measuring Service.

For the purpose of the above terms, **Consequential Loss** means any loss or damage which does not naturally or directly result in the ordinary course of events from the breach, action or inaction in question, whether or not a party has been advised of or is aware of that loss or damage, including (but not limited to) indirect, consequential, incidental, special or exemplary damages, expenses, losses or liabilities, any loss of revenue, profit, business, opportunity, goodwill or future reputation.

15. **ACL Consumer Guarantees:** Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- a) to cancel your service contract with us; and
- b) to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods or services. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You are entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

16. **Privacy:** We collect personal information from you in order for you to be provided the Measuring Services. This personal information will need to be provided to the Service

Provider and the Measuring Representative in order for the Measuring Services to be provided to you. IKEA will store, process and use your personal data in accordance with the IKEA Privacy Policy.

You consent to IKEA sharing your personal information with the Service Provider for the Measuring Representative to provide the Measuring Services to you.

17. **Termination and change of mind:** The Measuring Service Fee will be fully refundable if you wish to cancel the service and IKEA has received notification (via RCMP) of your cancellation with more than 24 hours' notice (from the start time of the Measuring Appointment Window).

The Measuring Service Fee will not be refundable (in full), and you agree that IKEA may **apply the Cancellation Fee of \$40.00** (by deducting this amount to retain from the balance of the Measuring Service Fee to be refunded to you) where:

- a) notice of cancellation/change of mind was communicated to IKEA RCMP with less than 24 hours prior to the commencement start time of the Measuring Appointment; and/or
- b) on the date of the Measuring Appointment, an act or omission under clause 6 of these Terms prevented the Measuring Appointment to have taken place as intended, and you elected not to rebook the Measuring Service at a later date; and/or
- c) you have made 3 or more consecutive cancellations of the same Measuring Appointment

IKEA will cancel your Measuring Appointment and refund the balance (of \$79.00) should Clauses 17(a), 17(b), or 17(c) above apply.

Where multiple Measuring Service Fees have been paid (due to multiple room bookings at the Service Location), the Cancellation Fee (if payable) will be imposed upon each instance of the Measuring Service Fees paid to IKEA.

In the event of an inconsistency between the general terms of the IKEA Refund Policy and this clause, this clause will prevail.

18. **Contacting us:** For any questions regarding your Measuring Appointment or the Measuring Services, please contact IKEA RCMP Support Centre via Virtual Chat or phone. The details of IKEA RCMP Support Centre are located at the following link: <https://www.ikea.com/au/en/customer-service/contact-us/>

19. **Governing Law:** These terms and conditions are governed by the laws applying in New South Wales, Australia.