

Interior Design Service for Business

Terms & Conditions

1. **Eligibility:** Any person may purchase the Services described in these Terms and Conditions ("**Customer**", "**you**" or "**your**").
2. **Provider of the Services:** IKEA Pty Limited (ABN 84 006 270 757) of 630 Princes Highway, Tempe NSW 2044 ("**IKEA**", "**we**" or "**our**").
3. **Services:** IKEA's interior design service for business includes the provision of design services by an interior designer ("**Designer**") to the Customer. Upon payment of the applicable Fee for the Services in accordance with these Terms & Conditions, IKEA will provide the Customer with up to three (3) appointments (up to 1 hour) with one of its Designers and the work product described below:

Stage	Services
Stage 1 (Consultation)	One appointment of up to 1 hour in which the Designer will gather information on the Customer's needs and may discuss with the Customer on how to get started, a time plan, business furnishing tips and ideas and possible solution.
Stage 2 (Presentation of plan and order information)	Up to two appointments of up to 1 hour each in which the Designer will present and discuss a plan (including any minor changes) with the Customer. The Designer may also provide the Customer: (a) "mood board" that may contain products, colour and finish choices; (b) furniture placement floor plan; (c) 3D drawings; and/or (d) IKEA product shopping list.

4. **Making a booking:** The Service must be booked using IKEA's web booking tool on the IKEA website at www.ikea.com.au/business. Once the booking is confirmed, a web form including questions regarding measurements and budget will need to be completed within at least 48 hours prior to the first appointment to allow sufficient time for the Designer to consider what space(s) the Services are required for, what the needs of the space(s) are, and the design styles preferred.
5. **Payment by the Customer:** The Service is subject to the fees and charges specified on the IKEA website at www.ikea.com.au/business ("**Fee**"). The Fee is payable upfront at the time the Customer makes a booking in accordance with clause **Error! Reference source not found.** of the Terms. IKEA will refund the whole of the Fee to any Customer that decides not to proceed after Stage 1. Except to the extent permitted by law, the Fee is otherwise non-refundable.
6. **Booking cancellations by IKEA:** IKEA reserves the right to amend or cancel a booking at any time before the appointment. IKEA shall use reasonable endeavours to provide the Customer with advance notice of any cancellation and, in that event, the Customer will be offered a new appointment or a refund if no new date is able to be agreed.

7. **Booking cancellations by Customer:** The Customer may cancel or reschedule the appointment at any time before the appointment is scheduled by following the cancellation link received in their booking confirmation email.
8. **Place of appointment:** Appointments may take place online, or in person. Note that not all IKEA stores have a Designer, meaning in some cases appointments must take place online.
9. **Customer revisions to a design:** The Customer will receive one design option only, including minor revisions or updates. In case of change of mind or where significant changes or redesign is required this will incur a fee equivalent to the original booking fee and require you to book a new appointment with a Designer.
10. **Product recommendations:** The Customer is responsible for reviewing the details of the IKEA products recommended by the Designer, including product specifications and product instructions on the IKEA website, in order to decide on the suitability of the products for the Customer.
11. **Non-IKEA products:** The Designer has authority only to recommend products which are exclusive to IKEA. To the extent that a Designer provides the Customer with information about a third party product offered by a third party in the course of providing the Services, the Customer acknowledges that:
 - (a) this information is being provided for their convenience only and is not a recommendation made by IKEA;
 - (b) the Customer is responsible for making their own inquiries about the suitability of the product for their purposes or needs; and
 - (c) IKEA does not endorse the third party's website, products or services.
12. **Product availability:** IKEA cannot guarantee that the Customer will always find suitable products, or that everything recommended to the Customer will be available for purchase by the Customer. The availability of a particular product may be affected by supply chain issues and other delays.
13. **Incorrect measurements:** IKEA accepts no liability for incorrect measurements provided by the Customer.
14. **Construction of a design by a third party:** To the extent permitted by law, IKEA is not responsible for the third party building or construction of any part of a design provided by a Designer.
15. **Privacy:** Customer data and information will be received and processed in accordance with IKEA's Privacy Policy. Details of which are available on the following website
<https://www.ikea.com/au/en/customer-service/privacy-policy/>.
16. **Intellectual Property:** IKEA owns all intellectual property in the designs and other materials prepared by a Designer and provided to the Customer as part of the provision of Services.
17. **Changes to Terms and Conditions:** IKEA reserves the right to withdraw the Service or amend these conditions at any time.
18. **Your rights:** 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 contract with us; and
 - (b) to 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. 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 also entitled to be

compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.