

## **IKEA Interior Design Service – Terms and Conditions Terms and Conditions**

This document sets out the arrangements that will apply to the purchase of an IKEA Interior Design Service.

### **Agreement**

1. This service is only available for IKEA FAMILY members who are wanting assistance in designing a room in their home.
2. The Interior Design Service includes:
  - 1 hour consultation with an IKEA Interior Designer
  - IKEA product recommendations
  - Mood board with colour recommendations
  - Shopping list of products recommended
3. The design service is limited to one room only at a cost of \$99. Design services for additional rooms within the home will be charged at \$99 per room.
4. Service is limited to the following rooms in the home: bedroom, bathroom, living room, alfresco area, home office, laundry, dining, media room.
5. The service appointment is hosted at the IKEA Marsden Park store.
6. The customer is responsible for providing the IKEA interior designer the correct size and measurements of the room to be planned and designed. If the space differs from what has been advised additional charges may occur.
7. The customer is responsible for completing the design brief prior to the in-store appointment with the Interior Designer.
8. The in-store appointment with the Interior Designer is limited to 1 hour . If the in-store appointment exceeds this time allocation, an additional charge of \$49 per hour may apply.
9. The Interior Design Service fee of \$99 is redeemable for any products listed on the final shopping list provided.
10. The customer will receive the \$99 gift card only if the purchase date is within 4 weeks of the design handover date.
11. This \$99 will be given in the form of an IKEA gift card and will be issued once we receive proof of purchase.
12. Once the plans are available for viewing, the Interior Designer will set up a 30 minute hand over appointment with the customer. This will take place at the IKEA Marsden Park store.
13. IKEA Interior Designers will not make any recommendations to structural changes within the home e.g. moving walls, plumbing or electrical changes.
14. IKEA Interior Designers will only recommend furniture from IKEA of Sweden's product range.
15. Cancellation and re-booking of consultations and/or handover appointments must be made at least 24 hours prior via email or phone.
16. Due to unforeseen circumstances (e.g. force majeure) the IKEA Interior Designer may need to reschedule appointments in advance.
17. The customer will receive the final handover of the proposed design 7 business days from the initial consultation or any date from there the customer is available. In the event of an unforeseen circumstance, the handover of the proposed design may exceed 7 business days in which case the Interior Designer will advise the customer in advance.
18. Product suggestions are subject to availability. The Interior Design Service does not include the assembly of the purchased products, delivery fee or execution of the design in any other way following the purchase of the goods.