



IKEA Assembly Service Customer Agreement

Assembly Service Terms and Conditions

This document sets out the arrangements that will apply to the purchase of an IKEA Assembly Service. It sets out the arrangements in relation to the purchase from IKEA and records that IKEA is not the Service Provider (SP).

Agreement

Please ensure that someone over the age of 18 is available to accept the assembly team at the date and time you have scheduled.

The assembly can happen anytime within the allocated time window selected by the Customer at point of sale. The SP will contact the Customer 30 minutes prior to the assembly.

The length of the selected time window may not necessarily reflect the total time of the assembly. Depending on the number of products to be assembled, the assembly time can be shorter or longer than the selected time window. The SP will notify the customer of an estimated assembly time upon arrival.

The IKEA products to be assembled must either be located inside the room where the assembled items will be used, or just outside the door.

It is the customer's responsibility to confirm that the products to be assembled are the ones paid for on the IKEA Sales Order. Should you have extra items, the Service Provider will confirm the additional cost and payment will be made directly to the Service Provider depending on their availability to complete any additional work.

Ensure there is adequate clear and clean space available where the products are to be assembled, as the assembly service provider is not responsible for moving any existing furniture. Should there not be adequate/safe space the assembler will advise you of this and you will be required to book an alternate date with IKEA.

Wardrobes and BESTÅ

- These items are solution based products, this means many articles come together to make a complete designed product.
- If applicable please ensure you have copies of your Wardrobe and BESTÅ planner available for the assembler to view so they can plan the structure of your external and internal design.
- BESTÅ systems utilise IKEA BESTÅ suspension rail for fixing BESTÅ cabinets to various wall types, however certain wall types/structures are not compatible with this railing system. The assembler will confirm this upon attending your property.

Assembly of IKEA merchandise will only be performed in accordance with the IKEA product instructions.

The assembly service provider will not perform any electrical work, install ceiling-mounted lighting, install curtain rods or install any other electronics (e.g. televisions or sound systems etc.)

Certain IKEA products require them to be fixed to a wall. Upon purchasing the Assembly Service, the customer agrees to these terms and conditions. If for any reason the customer decides to not have the products fixed to the walls after purchasing the service, the Service Provider will not be able to complete the assembly. If the goods have been partially or completely assembled by the Service Provider but are unable to be affixed, the Service Provider is required by IKEA to disassemble them.

Wall mounting is only available where it is safe to do so. Some walls may require additional works which is not included in the assembly service. The service provider will advise if an item is unsafe to mount to the wall before opening the box.

The assembly service provider will not modify any IKEA products, with the exception of cutting holes in certain products to allow for wiring and cables.

The assembly price paid assumes a clear and level surface for items to be assembled. If the area requires preparation work such as removing skirting boards, adding additional structures for wall mounting, levelling of floors with additional materials or any other work that is not part of the IKEA assembly manual it will be seen as additional works.

Additional works will be agreed directly between the service provider and customer at the time of installation.

If an item is missing, the assembly service provider is required to contact IKEA to rectify the situation while on-site.

All packaging will be neatly gathered and placed near your trash receptacles inside your residence. If you have purchased the packaging removal service, the service provider will remove all packaging as stated in the service description.

To cancel an assembly appointment or reschedule to an earlier / later date, you are required to notify the IKEA Customer Support Centre a minimum of 24 hours prior to the scheduled assembly date.

Contact us:

Victoria/Tasmania
03 8523 2154

ACT/New South Wales
02 8020 6641

Queensland/NT
07 3380 6800

South Australia
08 8154 4532

Western Australia
08 9201 4532

Customer service operating hours
Mon-Sun 08:00 AM – 10:00 PM AEST