

# Kitchen Express Installation – Terms & Conditions

These Terms & Conditions ("Terms") govern the provision of Kitchen Express Installation ("Service") to customers purchasing eligible kitchen products (KNOXHULT and ENHET). By booking the Service, the customer agrees to be bound by these Terms.

## 1. Scope of Service

- The Service covers deliveries and on-site installation applicable for kitchen size 400cm and below.
- Standard inclusions: levelling and fixing cabinets to walls/floors where suitable, installation of (supplied hardware, sink, mixer), alignment of doors and drawers, modification below 20% of total kitchen size and basic silicon sealing where applicable.
- Exclusions: design services, supply of non-retailer parts, wall demolition, tiling, plastering, painting, electrical wiring, plumbing modifications, gas works, civil works, waterproofing, and stone/solid-surface cutting or fabrication.
- Appliance installation (hob, hood, oven, dishwasher) is not included.

## 2. Eligibility

- Available for residential addresses within the selected postcode:
  - Zone A
  - Selected Zone B
- Premises must be ready for installation: walls and floors completed, utilities available, and site free from debris and obstructions.
- Customer must purchase site measurements and endorsed drawings/order verification prior to confirmation for the services

## 3. Pricing & Payment

- Pricing is as quoted at the time of booking and may be fixed-fee or per-component. Any variations requested on-site may incur additional charges.
- Full payment within the timeline is required prior to installation slot. Unpaid sales order will be cancelled and not entitle for the services.

#### **4. Scheduling & Lead Times**

- Installation date will be offered based on product availability, site readiness and accessibility, and installer capacity.
- Express target: installation commencement within 1 day from successful delivery order. Actual timing may vary due to site conditions and logistics.
- Customer must ensure adult presence at the premises during the scheduled window to provide access and sign off.

#### **5. Customer Responsibilities**

- Provide clear, safe access to the installation area and parking for installers.
- Ensure walls, floors, and structural elements are suitable for fixing (e.g., sufficient load-bearing capacity).
- Move/cover furniture and protect flooring. The Service excludes moving personal items or existing cabinetry unless agreed.
- Obtain necessary approvals/permits from building management or local authorities prior to installation.

#### **6. Site Conditions & Variations**

- If unforeseen site conditions prevent safe or compliant installation (e.g., uneven walls/floors, hidden services, weak substrates), installers may recommend remedial works or alternative fixes during site measurement process.
- Any agreed variations, additional materials, or revisit appointments will be quoted and billed separately.
- Installers may decline works that are unsafe, non-compliant, beyond the Service scope or differ from the site measurement endorsement.

#### **7. Appliances & Utilities**

- Utility connections (water, waste, electricity, gas) must be in place and compliant. Installers do not perform licensed electrical or gas works.
- Cut-outs in laminate/wood worktops for sinks/hobs are available when specified in the order. Stone/solid-surface worktops require separate fabrication and installation by approved partners.

## **8. Quality, Completion & Sign-Off**

- Upon completion, installers will perform alignment and functional checks and request customer sign-off.
- Minor manufacturing tolerances and variations in natural materials are expected and accepted within industry standards.
- Customer is responsible for post-installation care and maintenance per product instructions.

## **9. Warranty**

- Warranty excludes wear and tear, misuse, accidents, modifications by others, water ingress due to building defects, and issues arising from unsuitable substrates.
- Product warranties are provided based on the products warranty and IKEA's return policy

## **10. Damage & Liability**

- Installers will exercise reasonable care. The retailer/installer is not liable for pre-existing defects, hidden services, or structural issues.
- Liability is limited to direct losses proven to arise from the Service and capped at the Service fee paid. Indirect, consequential, or loss of profit is excluded to the extent permitted by law.

## **11. Cancellations & Rescheduling**

- Customer may reschedule with at least 1 days' notice at no charge. Short-notice changes may incur additional fees and services will not be entitled.
- If access is not possible at the scheduled time or the site is not ready, services fee will apply.
- Retailer may reschedule due to safety, weather, or logistics constraints; reasonable notice will be provided.

## **12. Health & Safety**

- Installers will follow applicable occupational safety regulations and may require temporary area restrictions during works.
- Children and pets must be kept away from the work area.

## **13. Compliance & Permits**

- Works will be performed in accordance with relevant Malaysian standards and building management rules where applicable.
- Customer is responsible for securing any required permits or approvals.

## **14. Force Majeure**

- The retailer/installer is not liable for delays or non-performance caused by events beyond reasonable control (including extreme weather, strikes, supply chain disruptions, public health emergencies).

## **15. Privacy**

- Customer personal data will be processed for booking, scheduling, and service delivery in accordance with the retailer's Privacy Notice and the Personal Data Protection Act 2010 (Malaysia).

## **16. Governing Law & Dispute Resolution**

- These Terms are governed by the laws of Malaysia. Any disputes shall first be addressed through customer service; if unresolved, parties agree to attempt mediation before legal proceedings.

## **17. Entire Agreement & Updates**

- These Terms, together with the customer's order confirmation and any written variations, constitute the entire agreement regarding the Service.
- The retailer may update these Terms from time to time; the version applicable is the one provided at booking.

## **18. Contact**

- For scheduling, changes, or support, contact the Customer Contact Centre:
  - 03 7952 7575 (standard rates apply)
  - customerservice.ikeamy@ikano.asia