

# IKEA Assembly Services

Effective Date: 4<sup>th</sup> December 2025 (v1)

## Terms & Conditions

IKEA provides assembly services for certain IKEA products (**IKEA Products**) in your home or office (**Assembly Services**).

1. **Terms and Conditions:** These terms and conditions (**Terms**) apply to the purchase of an Assembly Service from IKEA New Zealand Limited (**IKEA, we, us and our**) by the IKEA customer (**Customer, you or your**). You are deemed to accept these Terms when you place an order for an Assembly Service.
2. **Subcontractors:** We subcontract the Assembly Services to our trusted service providers, Install EZI (NZ) Pty Ltd (**Service Provider**), as may be chosen by us in our sole discretion from time to time. The Assembly Service will be performed by the Service Provider, including by their designated personnel (**Assembly Representative**).
3. **Preconditions to Assembly Service:** You acknowledge and agree that in order for the Assembly Representative to provide the Assembly Service at your premises, you must:
  - (a) ensure that someone aged 18 or over is available to accept the Assembly Service at your property (**Service Location**) at the time of the Assembly Appointment;
  - (b) ensure that there is adequate parking available for the Assembly Representative, safe access to the property and a clear and level surface available for the Assembly Representative to complete the Assembly Service at the Service Location (see conditions 10 and 13 of these Terms);
  - (c) ensure that the IKEA Product(s) to be assembled are located inside the Assembly Room (see clause 10 of these Terms); and
  - (d) ensure that you provide complete, correct and accurate information and instructions regarding the Assembly Service and the Service Location to enable us to provide the Assembly Service (see clause 4 of these Terms).

If required under the relevant IKEA Product's assembly instructions, you must allow the Assembly Representative to secure the product to the wall or, ceiling (as set out in the IKEA Product's assembly instructions) (see clause 14 of these Terms). You must have all required permissions, if any, for the Assembly Representative to affix the product.

Our Service Provider, and their Assembly Representative may not be able to provide the Assembly Service if these conditions are not satisfied.

4. **Correct information:** We will need certain information from you in order to provide the Assembly Service at the Service Location on the date and time it is scheduled by you and agreed by us (**Assembly Appointment**). For example, we will need 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 Assembly Services. If we have any queries regarding the information you provide, we will contact you to confirm such information prior to the Assembly Appointment.

If the information you provide to us is incomplete or incorrect, the Service Provider may not be able to supply the Assembly Service, or Additional Works may be required (see clause 15 of these Terms).

If the information you provide changes after an Assembly Service is requested (for example, your availability, or the address of the Assembly Location), please contact the IKEA Customer Support Centre [online](#) or on +64 9 802 4864 as soon as possible, and in any event no less than 24 hours prior to the Assembly Appointment so that we can update your order and ensure the Assembly Representative is appropriately informed. Additional charges may apply and there may need to be changes made to the Assembly Appointment if you inform us of any changes after this cut-off period. We will notify you of any additional charges or changes to the Assembly Appointment, and if you would prefer not to incur those additional charges or be subject to changes, you may cancel the Assembly Service. Depending on the extent of services carried out at the point you cancel under this clause 4, you may be entitled to a refund of some or all of the Assembly Service Fee (as defined at clause 6 of these Terms). Nothing in this clause limits your rights under Consumer Law (see clause 18).

5. **Booking an Assembly Service:** When you book an Assembly Service, you will be asked to select a day for the provision of the Assembly Service and a time-frame within that day when the Assembly Service may be provided (**Assembly Appointment**). The Assembly Service is only available for selected addresses in certain metropolitan areas. Please check [online](#) or contact [IKEA Customer Support Centre](#), to determine if the Assembly Service is available at your location.
6. **Payment for Assembly Service:** You will be required to pay for the Assembly Services (**Assembly Service Fee**) at the time of booking your Assembly Appointment. While great care has been taken to ensure the accuracy of all prices and descriptions, IKEA reserves the right to correct any errors (including GST or other statutory charges that are out of our control) and adjust future prices. For the avoidance of doubt, we will not change an Assembly Service Fee in relation to an Assembly Service you have already ordered, provided no changes have been made to the requested service.
7. **Time of Assembly Service:** The Service Provider will contact you prior to the Assembly Appointment to confirm the Assembly Appointment, and the specific timeframe which it will be able to provide the Assembly Service. The Assembly Service may be provided at any time within the timeframe confirmed by the Service Provider.

You acknowledge and agree that:

- (a) the length of the Assembly Appointment does not necessarily reflect the total time of the Assembly Service; and

- (b) depending on the number of IKEA Products to be assembled, the time it takes to carry out the Assembly Service may be shorter or longer than the time specified in the Assembly Appointment.
- 8. **Cancellation or rescheduling of Assembly Appointment:** If you need to cancel or reschedule an Assembly Service you must notify the IKEA Customer Support Centre a minimum of 24 hours prior to the scheduled Assembly Appointment. If you reschedule within the period of 24 hours prior to the commencement of the Assembly Booking Window for any reason, additional charges may apply. We will notify you of any additional charges.
- 9. **Delayed IKEA Products:** If your IKEA Products are booked to be delivered using an IKEA delivery service and you have not received the IKEA Products on the day prior to your Assembly Appointment, please let us know by contacting the IKEA Customer Support Centre.
- 10. **Location for Assembly Service:** The IKEA Product(s) to be assembled must be located inside the room where the assembled IKEA Product(s) are to be assembled (**Assembly Room**). Our Assembly Representative may not be able to safely move IKEA Products into the Assembly Room in some circumstances. If the IKEA Product(s) are not located inside the Assembly Room at the time of the Assembly Appointment, then the Assembly Services may not be able to be provided.
- 11. **Assembly Appointment:** During the Assembly Service, the Service Provider may ask you to, and you agree to:
  - (a) confirm that the IKEA Product(s) to be assembled are the ones specified and paid for on the relevant IKEA Sales Order (**Order**); and
  - (b) ensure there is adequate clear, clean and safe space available in the Assembly Room, as the Assembly Representative is not responsible for moving any existing furniture or other items. Should there not be adequate clear, clean and safe space to assemble the IKEA Product(s), the Assembly Representative will advise you of this and you will need to reschedule your Assembly Appointment to receive the Assembly Service with IKEA.

You acknowledge and agree that the Service Provider or Assembly Representative will only assemble the IKEA Product(s) specified in the Order.

- 12. **Solution Based Articles:** If you purchase Modular Product Systems (including but not limited to BESTA, PAX Wardrobes and PLATSA Product), you acknowledge and agree that:
  - (a) these items are solution based products which means that many articles come together to make a complete designed product;
  - (b) if you utilised an IKEA planning tool / service prior to proceeding with your purchase of the IKEA Products, please ensure you have copies of your planner

available for the Assembly Representative to view during the Assembly Service; and

- (c) BESTÅ systems utilise the 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 Service Provider or Assembly Representative will seek to confirm the compatibility of the IKEA Product(s) with the walls/structure in the relevant room with you prior to the Assembly Appointment. If this is not able to be confirmed prior to the Assembly Appointment, this may only be determined during the Assembly Appointment. If the Service Provider or Assembly Representative is unable to complete the Assembly Service as a result of the incompatibility, please contact the [IKEA Customer Support Centre](#).

**13. Assembly Services:** You acknowledge and agree that:

- (a) the assembly of IKEA products(s) will be carried out by the Assembly Representative strictly following the assembly instructions provided with the IKEA Product(s); and
- (b) the Assembly Representative will not make alterations to IKEA Products, except for instances where cutting holes is necessary to accommodate wiring and cables (if required).

The Assembly Representative will not engage in electrical work, install ceiling mounted lighting, curtain rods, or any other electronic devices (e.g., televisions or sound systems, etc.).

**14. Secure-it!**

You acknowledge and agree that:

- (a) some IKEA products must be secured to a wall and/or ceiling as part of the Assembly Service. The method of securing, whether anchoring or fixing, will be clearly outlined in the assembly instructions for the relevant IKEA Product(s);
- (b) anchoring or fixing IKEA Products to a wall and/or ceiling will only be undertaken in situations where it is safe to do so;
- (c) certain types of walls and/or ceilings may necessitate Additional Works beyond the scope of the Assembly Service. In such cases, the Assembly Representative will provide guidance and inform you before opening the IKEA Product(s) packaging (see clause 15 of these Terms); and
- (d) if it is determined that anchoring or fixing the IKEA Product(s) to the wall and/or ceiling is not safe, you may be required to sign a service report acknowledging this determination.

If, for any reason:

- (e) you decide not to have the IKEA Product(s) secured to the wall and/or ceiling, or
- (f) you refuse to permit the IKEA Product(s) to be secured to a wall and/or ceiling during the Assembly Appointment;

the Service Provider or Assembly Representative will not be able to complete the Assembly Service.

You agree to allow the Service Provider to take pictures of the secured IKEA Product(s). These pictures will be used for documentation purposes in the service report after the completion of the Assembly Service.

15. **Additional Works:** The price paid for the Assembly Service assumes that a clear and level surface will be available for the IKEA Product(s) to be assembled. If the area for assembly of the Products requires preparation work such as removing skirting boards or architraves, adding additional structures for wall and/or ceiling anchoring, levelling of floors with additional materials or any other work that is not part of the IKEA Product's assembly instructions, it will be "**Additional Works**".

The Assembly Representative may be able to assist you with these Additional Works during the scheduled Assembly Appointment (however this is not guaranteed). Any Additional Works must be agreed directly between the Assembly Representative (on behalf of the Service Provider) and you directly. The fees and any terms applicable to the Additional Works do not form part of the Assembly Services.

You acknowledge and agree that the Service Provider will be responsible to you for the performance of any Additional Works provided to you in accordance with the Service Provider's applicable terms and conditions. Any concerns or complaints associated with the Additional Works should be addressed to the Assembly Representative or the Service Provider directly. IKEA is not responsible for any Additional Works agreed to between the Customer and the Assembly Representative.

16. **Missing items:** Where the Service Provider or Assembly Representative identifies that any components are missing from an IKEA Product (excluding where the packaging of the IKEA Product has been opened by the Customer prior to the Assembly Appointment), the Service Provider or Assembly Representative will contact IKEA to rectify the situation while at the Service Location and make arrangements for an alternative Assembly Appointment to complete the Assembly Services (at no additional cost to you).
17. **Packaging:** All packaging will be neatly gathered and placed by the Assembly Representative near your rubbish receptacles at the Assembly Service Location.
18. **Our liability:** As a consumer you have certain rights and remedies at law, including pursuant to the Consumer Guarantees Act 1993 and Fair Trading Act 1986 (**Consumer Law**) that cannot be excluded or restricted. Nothing in these terms restricts or modifies your rights pursuant to Consumer Law. Under the Consumer Guarantees Act 1993, goods and services come with certain guarantees, these include:

- (a) in relation to goods:

- (i) they are of acceptable quality;
  - (ii) they are fit for any particular purpose which we represent to you;
  - (iii) they match their description, and any sample or demonstration models you have viewed;
  - (iv) we have the right to sell the IKEA Product(s) to you, and once supplied you will have title and undisturbed possession of the IKEA Product(s), free from undisclosed securities;
  - (v) we will take reasonable action to ensure that facilities for repair of the IKEA Products and supply of parts for the IKEA Products are reasonably available for a reasonable period after the IKEA Products are supplied; and
- (b) in relation to services:
- (i) they will be provided with due care and skill;
  - (ii) they will be fit for a particular purpose; and
  - (iii) they will be provided within an agreed time period or within a reasonable time.

A failure of a good or service to comply with a guarantee under the Consumer Guarantees Act 1993 entitles a consumer to remedies which may include a refund, replacement, resupply, or damages for reasonably foreseeable loss, depending on the nature of the non-compliance, and whether any associated failure is minor, capable of being fixed, or of a substantial character.

Outside the rights you may have under Consumer Law, or any additional express guarantees that IKEA may provide in writing from time to time, IKEA will not be liable to you for any other loss or damages of any kind, including without limitation for any indirect, special or consequential damages.

19. **Privacy:** We will need to collect personal information from you in order to provide the Assembly Services to you. IKEA will store, process and use your personal data in accordance with the [IKEA Privacy Policy](#). If required, you consent to IKEA sharing your personal information with our trusted external service providers in order for the service providers to provide the Assembly Service to you. You have the right to access and correct your personal information in accordance with the Privacy Act 2020, to make such a request, please contact [data.privacy.nz@ingka.ikea.com](mailto:data.privacy.nz@ingka.ikea.com) and refer to our Privacy Policy for further details.
20. **Changes to these Terms:** From time to time, IKEA may need to make changes to these Terms, for example to reflect operational changes or for compliance with laws. IKEA will post updates to these terms on its [website](#). If any such change will impact a specific Assembly Service, we will notify you. Any use of Assembly Services after the modified Terms have taken effect shall be deemed to be your acceptance of the modified Terms.

21. **Contacting us:** In case you have feedback, comments or questions regarding your Assembly Appointment or the Assembly Services, please contact IKEA Customer Support [online](#) or by phone: +64 9 802 4864.
22. **Applicable law and disputes:** These Terms are governed by the laws of New Zealand. IKEA encourages complaints and any disputes to be addressed through IKEA customer service. In the case of any dispute that cannot be resolved by IKEA customer service, each party submits to the non-exclusive jurisdiction of the courts of New Zealand.