

# IKEA Business Consultation Service

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

## Terms & Conditions

IKEA provides a basic business consultation service for spaces in your business on the basis of these terms and conditions.

1. **Terms and Conditions:** These terms and conditions (**Terms**) form a legally binding contract between you, (**Customer, you, your**), and IKEA New Zealand Limited (**IKEA, we, us and our**), and govern the terms on which we offer our business consultation service (**Business Service**). You are deemed to accept these Terms when you make a booking for or elect to receive the Business Service.
2. **Services:** IKEA's Business Service is an in-store (at IKEA Sylvia Park) or online appointment with one of our co-workers for up to 60 minutes to assist you with considering what IKEA products could be used in one space within your business.
3. **Applicable Spaces:** The Business Services is available for planning of all interior business spaces other than kitchens or bathrooms.
4. **Making a booking:** The service must be booked using IKEA's [web booking tool](#) on the IKEA website.
5. **Booking cancellations by IKEA:** IKEA reserves the right to amend or cancel a booking at any time before the appointment. IKEA will use reasonable endeavours to provide the Customer with advance notice of any cancellation and the Customer will be offered a new appointment.
6. **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.
7. **Place of appointment:** Appointments may take place online, or in person at IKEA Sylvia Park.
8. **Measurements:** To provide the Business Service the Customer will need to provide IKEA the measurements of the space being planned. IKEA may not be able to provide the Business Service if no measurements, or incorrect measurements are provided and may request that the Customer reschedule. In providing the Business Service IKEA will be relying on the accuracy of the measurements provided by the Customer. IKEA is not responsible and is not liable for any errors in design if the measurements provided by the Customer are incorrect.

9. **Product recommendations:** The Customer is responsible for reviewing the details of the IKEA products included in the plan, including product specifications and product instructions on the IKEA website, to decide on the suitability of the products for the Customer.
10. **Product availability:** IKEA cannot guarantee that the Customer will always find suitable products, or that everything suggested to the Customer will be available for immediate purchase by the Customer. The availability of a particular product may be affected by supply chain issues and other delays.
11. **Use of Business Service:** The Business Service is intended to assist with determining potential IKEA product solutions for a space in your business, it is not intended for any other purpose. We will not provide any suggestions and/or any structural changes to your plan e.g. moving walls, plumbing or electrical outlet/rewiring changes. The Business Service must not be used for any undisclosed architectural or engineering purposes.
12. **Services acquired in trade:** Where the Business Services are both provided and acquired "in trade" for the purposes of the New Zealand Consumer Guarantees Act 1993 (CGA) all warranties and conditions and implied by the CGA are excluded from these Terms to the fullest extent permitted by law.
13. **Privacy:** Customer data and information will be received and processed in accordance with [IKEA's Privacy Policy](#). Virtual consultations may be recorded, and other IKEA co-workers may join a session, either virtual or in-store, for quality or training purposes. Recordings may be saved for the purpose of further assisting you with planning and for IKEA internal training and review purposes in accordance with our Privacy Policy. 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.
14. **Intellectual Property:** IKEA owns all intellectual property in the plans, designs and other materials prepared as part of this service and a limited, non-exclusive, revocable licence is granted to the Customer to use the plans and other materials prepared for the purpose of determining what IKEA products could fit in a particular space.
15. **Changes to Terms and Conditions:** IKEA reserves the right to withdraw the service or amend these conditions at any time. If this impacts any services already booked by you, we will advise you of any changes prior to the appointment.
16. **Governing Law:** These Terms are governed by the applicable laws applying in New Zealand.