

IKEA In-store and Virtual Planning Service

Effective Date: 4th December 2025 (v1)

Terms & Conditions

IKEA provides a basic in-store or virtual planning service for certain rooms of your home 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 In-Store and Virtual Planning Service (**Planning Service**). You are deemed to accept these Terms when you make a booking for or elect to receive the Planning Service.
2. **Services:** IKEA's Planning Service is an in-store or online appointment with one of our co-workers for up to 60 minutes to assist you with planning what IKEA home furnishing solutions could be used in the space within your home products could be used in one space within your home.
3. **Applicable Spaces:** The Planning Services is only available for planning of wardrobe, kitchen, bathroom, laundry or living room.
4. **Other Services:** These Terms do not govern any other planning services that may be offered by IKEA, including (but not limited to) the following services:
 - (a) IKEA Interior Design Services;
 - (b) any other planning service that may facilitated by IKEA but is provided by a third party and not provided directly by IKEA.

Please see the applicable terms and conditions for those services for more information.

5. **Utilising the Service:** An appointment is not required to utilise our Planning Service. However, the service is subject to availability. For your convenience, we recommend that an appointment is booked in advance to avoid waiting times or delays.
6. **Measurements:** To provide the Planning Service the Customer will need to provide IKEA the measurements of the space being planned. IKEA may not be able to provide the Planning Service if no measurements, or incorrect measurements are provided and may request that the Customer reschedule. In providing the Planning 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.

7. **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.
8. **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.
9. **Use of Planning Service:** The Planning Service is intended to assist with determining potential IKEA product solutions for a space in your home, 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 Planning Service must not be used for any undisclosed architectural or engineering purposes.
10. **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.

11. **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 and refer to our Privacy Policy for further details.
12. **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.
13. **Changes to Terms and Conditions:** IKEA reserves the right to withdraw the service or amend these Terms at any time. If this impacts any services already booked by you, we will advise you of any changes prior to the appointment.
14. **Governing Law:** These Terms are governed by the law of New Zealand. IKEA encourages complaints and any disputes to be addressed through the IKEA Customer Support Centre. In the case of any dispute that cannot be resolved by the IKEA Customer Support Centre, each party submits to the non-exclusive jurisdiction of the courts of New Zealand.
15. **Contacting us:** In case you have feedback, comments or questions regarding the Planning Services, please contact IKEA Customer Support Centre [online](#) or by phone on +64 9 802 4864.