

IKEA Kitchen Installation Services

Effective Date: 4th December 2025 (v1)

Terms & Conditions

We can connect you with a service provider who may be able to install IKEA kitchen products for you (**Installation Services**).

1. **Terms and Conditions:** These terms and conditions (**Terms**) form a legally binding contract between you, a customer who has elected to receive an estimate from IKEA for Installation Services (**Customer, you and your**), and IKEA New Zealand Limited (**IKEA, we, us and our**). You are deemed to accept these Terms when you request an estimate or referral from IKEA.
2. **Service Availability:** Kitchen Installation Services are only available in certain addresses in certain metropolitan areas, the location where the services can be provided must be within a serviceable postcode for this service, please check [online](#) or contact the [IKEA Customer Support Centre](#), to determine if your location is serviceable.
3. **Service Providers:** IKEA may refer you to Renovation Franchise Limited or another service provider (**SP**) that it elects from time to time in its sole discretion. The SP will be solely responsible for providing Installation Services to you.
4. **Estimates:** Prior to referring you to an SP, you may request and we may provide you with an approximate estimate of the cost of the proposed Installation Services based on the IKEA kitchen items you are looking to have installed in a ready to install space. Once you engage the SP to provide Installation Services, the SP may provide you with a final estimate. Any estimate we provide to you is approximate only, based on the information available to us, and may differ to the final quotation or cost of the Installation Services. The actual cost will be advised by the SP and will depend on a number of factors including, but not limited to, your location, site conditions, water supply, power supply, and the amount and nature of services required. Your engagement with the SP including the final price of any Installation Services will be on terms determined between you and the SP.
5. **Scope and Booking:** If, after requesting an estimate from us (or otherwise), you wish to engage an SP to provide you with Installation Services, you agree to us collecting and providing to an SP various information, including:
 - (a) your name and contact details;
 - (b) the address where the Installation Services are proposed to be carried out;
 - (c) the time(s) and date(s) you wish the Installation Services to be carried out;
 - (d) details relating to the estimate and proposed scope of works;; and

- (e) any other information requested by us (or required by the SP) in connection with the Installation Services.

The SP will then be able to contact you in relation to its provision of Installation Services to you. For the avoidance of doubt, any arrangement between you and the SP will be determined between you and the SP.

6. **Payment:** Payment for Installation Services is to be made directly to the SP, or as otherwise determined between you and the SP. Payment for Installation Services may not be made to IKEA.
7. **Provision of services:** If you engage an SP to provide Installation Services to you, the SP (and not IKEA) will be responsible for providing the Installation Services to you.
8. **Privacy:** We will need to collect personal information from you to provide you with an estimate, and may need to share that personal information with an SP so that they can contact you regarding their provision of Installation Services to you. By agreeing to these terms, you agree to IKEA making such disclosures, and storing, processing, and using your personal information in accordance with the [IKEA 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 the IKEA New Zealand Privacy Officer at data.privacy.nz@ingka.ikea.com or PO Box 108, Tempe NSW, 2044, Australia.
9. **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 estimate, or referral, we will notify you. Any use of or request for an estimate, referral, or Installation Service after the modified Terms have taken effect shall be deemed to be your acceptance of the modified Terms.
10. **Contacting us:** In case you have feedback, comments or questions regarding the Installation Services, please contact IKEA Customer Support Centre [online](#), by phone on +64 9 802 4864, or by email at customer.support.nz@ikea.com.
11. **Governing law and disputes:** 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.