

IKEA In-home Measuring Service

Effective Date: 4th December 2025 (v1)

Terms & Conditions

IKEA provides measuring services for residential properties to assist you with planning.

1. **Terms and Conditions:** These terms and conditions (**Terms**) form a legally binding contract between you, (**Customer, you, and your**), a customer who has elected to receive in-home measuring services covered by these Terms (**Measuring Service**) and IKEA New Zealand Limited (**IKEA, we, us and our**). These Terms govern the in-home measuring services to be provided to you, and you are deemed to accept these terms when you request in-home measuring services.
2. **Service Availability:** The Measuring Service is only available for residential premises in certain metropolitan areas. The residential 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. **Measuring Service:** Measuring Services are performed by a third-party service provider (see clause 4) who will attend your residential property and measure your space.

The Measuring Service covers a single designated area/room. You consent to the following measurements being taken (including photographs):

- (a) room dimensions (height, length, width);
- (b) dimension and position of windows and doors;
- (c) width of all windows (including the sill) and their height (from the existing floor level) above the floor;
- (d) position of sloping ceilings;
- (e) position of electric, water and gas connections and other fixtures inside the room area (e.g. pipes, radiator, boiler, hot water tank etc); and
- (f) squareness room corners.

This service does not cover kitchens.

4. **Sub-contractors to provide Measuring Service:** We subcontract the Measuring Service to our trusted service providers (**TSP**). The Measuring Service may be performed by designated personnel (**Measuring Representative**) of our TSP.
5. **What we will need to be able to provide the Measuring Service:** For the TSP or Measuring Representative to provide the Measuring Service at your residential premises (**Service Location**):

- (a) there must be someone aged 18 or over that is available to accept the Measuring Service at the Service Location at the time of the Measuring Appointment (see condition 7 of these Terms);
- (b) you will need to make sure that there is adequate parking available for the Measurement Representative, safe access to the property and a clear and level surface available for the Measurement Representative to complete the Measuring Service at the Service Location (see conditions 7 to these Terms);
- (c) you will be responsible for ensuring that you provide complete, correct and accurate information and instructions regarding the Measuring Service and the Service Location to enable us to provide the Measuring Service (see clauses 6 and 7 of these Terms).
- (d) you will be responsible for ensuring that all known obvious hazards at the Service Location are removed or identified (including, but not limited to, the securing of any pets) at the time of the performance of the Measuring Services;
- (e) the relevant area at the Service Location must be fully complete and cannot be in the process of being renovated; and
- (f) you consent to the Measuring Representative taking photographs of the space, all appliances, plumbing and any obstructions in the immediate area.

You are (and the TSP, nor the Measuring Representative is not) responsible for ensuring there is adequate clear, clean and safe space available, and for moving any existing furniture or other items at the Service Location.

The Measuring Representative may not be able to provide the Measuring Service if any of these conditions are not satisfied on the day and time of your appointment.

6. **Correct information:** We will need certain information from you to provide the Measuring Service at the Service Location at the date and time it is scheduled by you and agreed by us in accordance with clause 10 (**Measuring Appointment**). For example, 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 Measuring Services. We may also call you prior to the Measuring Appointment to confirm any such requirements.

If any of the information requested or that you provide to us is incomplete or incorrect, then the Service Provider may not be able to supply the Measuring Service (see condition 5 of these Terms).

If your information or details for your Measuring Service change after placing your order for the Measuring Service (for example your availability or the address of the Measuring Location), please contact us as soon as possible (but no less than 24 hours prior to the date of your Measuring Appointment) so that we can update your order and ensure that the TSP or Measuring Representative is informed.

Revising your Service Location, or changing other information in relation to your Measuring Service, may result in a delay or change to the date or time of your Measuring Appointment.

7. **Booking a Measuring Service:** When you book a Measuring Service, you will be asked to select a day for the provision of the Measuring Service and a timeframe within that day when the Measuring Service may be provided.
8. **Payment for Measuring Service:** You will be required to pay for the Measuring Services (the **Measuring Service Fee**) at the time of booking your Measuring Appointment with IKEA. The Measuring Service Fee is specified on the IKEA website at [insert link]. You may make payment of the Measuring Service Fee to IKEA in person at the IKEA store in Sylvia Park, Auckland or online. Multiple rooms/area will require a separate payments of these fees for each room/area.
9. **Price Adjustments:** 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.
10. **Time of Measuring Service:** The TSP or Measuring Representative may contact you prior to the scheduled Measuring Appointment to confirm the booking window for the Measuring Services to be provided. The Measuring Service may be provided at any time within the advised booking window.

The length of the advised booking window does not necessarily reflect the total time of the Measuring Service.

The TSP or Measuring Representative may inform you of the estimated duration of the Measuring Service upon arrival at the Service Location.

11. **Deliverables from the Measuring Service:** After completing of the Measuring Service will receive a copy of the measurements obtained by the Measuring Representative and a draft IKEA plan saved to your IKEA family account or via e-mail, including a link to the IKEA Planner with your layout pre-loaded. You consent to the TSP and Measuring Representative providing IKEA the above information, and any other information obtained in accordance with these Terms (including, but not limited to, any photographs taken during the Measuring Appointment).
12. **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.

13. **Privacy:** We collect personal information from you in order for you to be provided the Measuring Services. This personal information will need to be provided to the Service Provider and the Measuring Representative in order for the Measuring Services to be provided to you. IKEA will store, process and use your personal data 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 data.privacy.nz@ingka.ikea.com and refer to our Privacy Policy for further details.

You consent to IKEA sharing your personal information with the TSP and the Measuring Representative, for them to provide the Measuring Services to you.

14. **Cancellation, termination and change of mind:** The Measuring Service Fee will be fully refundable if you wish to cancel the service and IKEA has received notification (via

RCMP) of your cancellation with more than 24 hours' notice (from the start time of the Measuring Appointment), unless:

- a) notice of cancellation or change of mind is communicated to IKEA's RCMP with less than 24 hours notice prior to the commencement start time of the Measuring Appointment;
- (c) on the date of the Measuring Appointment, an act or omission by you under these Terms prevented the Measuring Appointment from taking place as intended, and you elected not to rebook the Measuring Service at a later date; or
- (d) you have made 3 or more consecutive cancellations of the same Measuring Appointment,
- (e) in which case the Measuring Service Fee is not refundable.

In the event of an inconsistency between the general terms of our Return, Exchange, Refund, and Cancellation Policy and this clause, this clause will prevail.

15. **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 Measuring Service, we will notify you. Any use of Measuring Services after the modified Terms have taken effect shall be deemed to be your acceptance of the modified Terms.
16. **Contacting us:** For any questions regarding your Measuring Appointment or the Measuring Services, please contact IKEA Customer Support Centre online or by phone +64 9 802 4864.
17. **Governing Law:** These terms and conditions are governed by the laws applying in New Zealand. IKEA encourages complaints and any disputes to be addressed through the RCMP Support Centre. In the case of any dispute that cannot be resolved by the RCMP Support Centre, each party submits to the non-exclusive jurisdiction of the courts of New Zealand.