

IKEA Interior Design for Business

Effective Date: 4th December 2025 (v1)

Terms & Conditions

1. **Eligibility:** The basic interior design services for business covered by these Terms are only offered to IKEA Business Network Members (**Customer, you or your**).
2. **Provider of the Services:** IKEA New Zealand Limited (**IKEA, we or our**).
3. **Terms and Conditions:** These terms and conditions (**Terms**) set out the basis on which IKEA provides Basic Interior Design Services for Business to the Customer. You are deemed to accept these Terms when you make a booking for or elect to receive Basic Interior Design Services for Business.
4. **Services:** IKEA's interior design service for business includes the provision of design services by an interior designer (**Designer**) to the Customer. Upon payment of the applicable Fee for the Services in accordance with these Terms & Conditions, IKEA will provide the Customer with One (1) appointment (up to 60 minutes) and one (1) follow up appointment of up to 30 minutes with one of its Designers (**Service**). As part of this Service the Designer may provide the Customer:
 - (a) "mood board" that may contain products, colour and finish choices;
 - (b) furniture placement floor plan;
 - (c) 3D drawings; and/or
 - (d) IKEA product shopping list.
5. **Making a booking:** The Service must be booked using IKEA's web booking tool on the IKEA website. Once the booking is confirmed, a web form including questions regarding measurements and budget will need to be completed within at least 48 hours prior to the first appointment to allow sufficient time for the Designer to consider what space(s) the Services are required for, what the needs of the space(s) are, and the design styles preferred. The follow up appointment must be booked directly with the Designer at the initial appointment.
6. **Payment by the Customer:** The Service is subject to the fees and charges specified on the IKEA website at <https://www.ikea.com/nz/en/customer-service/services/interior-design-service-business/> (**Fee**). The Fee is payable upfront at the time the Customer makes a booking in accordance with clause 5 of the Terms. If payment not received, IKEA reserves the right to reschedule or cancel appointment until payment is received.

7. **Booking cancellations by IKEA:** IKEA reserves the right to amend or cancel a booking at any time before the appointment. IKEA shall use reasonable endeavours to provide the Customer with advance notice of any cancellation and, in that event, the Customer will be offered a new appointment or a refund if no new date is able to be agreed.
8. **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. If the Customer cancels the initial appointment after they have paid the Fee and before the appointment, they will receive a refund of that Fee.
9. **Place of appointment:** Appointments may take place online, or in person at IKEA Sylvia Park.
10. **Customer revisions to a design:** The Customer will receive one design option only, including minor revisions or updates. In case of change of mind or where significant changes or redesign is required this will incur a fee equivalent to the original booking fee and require you to book a new appointment with a Designer.
11. **Product recommendations:** The Customer is responsible for reviewing the details of the IKEA products recommended by the Designer, including product specifications and product instructions on the IKEA website, in order to decide on the suitability of the products for the Customer.
12. **Non-IKEA products:** The Designer has authority only to recommend products which are exclusive to IKEA. To the extent that a Designer provides the Customer with information about a third party product offered by a third party in the course of providing the Services, the Customer acknowledges that:
 - (a) this information is being provided for their convenience only and is not a recommendation made by IKEA;
 - (b) the Customer is responsible for making their own inquiries about the suitability of the product for their purposes or needs; and
 - (c) IKEA does not endorse the third party's website, products or services.
13. **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.
14. **Incorrect measurements:** IKEA accepts no liability for incorrect measurements provided by the Customer.
15. **Services acquired in trade:** Where the 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.

16. **Privacy:** Customer data and information will be received and processed in accordance with [IKEA's 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.
17. **Intellectual Property:** IKEA owns all intellectual property in the designs and other materials prepared by a Designer and a limited, non-exclusive, revocable licence is granted to the Customer to use the designs and other materials prepared by the Designer for the purpose of determining what IKEA products could fit in a particular space.
18. **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 paid for you will be offered a full refund if you do not want to proceed on the basis of any amended terms.