

IKEA Kitchen Measuring Service

Effective Date: 4th December 2025 (v1)

Terms & Conditions

We can connect you with a service provider who may be able to provide measuring services for your kitchen (**Kitchen Measuring Services**) to assist you with planning. For the avoidance of doubt, these terms do not apply to non-kitchen measuring services, which may be governed under our [In-home Measuring Service Terms](#).

1. **Terms and Conditions:** These terms and conditions (**Terms**) form a legally binding contract between you, a customer who has requested from us a referral to a service provider in relation to Kitchen Measuring 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 a referral from IKEA.
2. **Service Availability:** Kitchen Measuring 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 (and not IKEA) will be solely responsible for providing Kitchen Measuring Services to you.
4. **Scope and Booking:** For us to refer you to an SP, you agree to us collecting and providing to an SP various information, including:
 - a) your name and contact details;
 - b) the address where the Kitchen Measuring Services are proposed to be carried out;
 - c) the time(s) and date(s) you wish the Kitchen Measuring Services to be carried out;
 - d) details relating to the proposed scope of works;and
 - e) any other information requested by us (or required by the SP) in connection with the Kitchen Measuring Services.

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

5. **Payment:** Payment for Kitchen Measuring Services is to be made directly to the SP, or as otherwise determined between you and the SP. Payment for Kitchen Measuring Services may not be made to IKEA.
6. **Privacy:** We will need to collect personal information from you, and may need to share that personal information with an SP, to refer you to an SP. 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.

7. **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 referral we will notify you. Any request for a referral for a Kitchen Measuring Service after the modified Terms have taken effect shall be deemed to be your acceptance of the modified Terms.
8. **Contacting us:** In case you have feedback, comments or questions regarding the Kitchen Measuring Services, please contact IKEA Customer Support Centre [online](#), by phone on +64 9 802 4864, or by email at customer.support.nz@ikea.com.
9. **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.