

IKEA Interior Design for Home

Effective Date: 4th December 2025 (v1)

Terms & Conditions

IKEA provides basic interior design services to IKEA Family Members for your home on the basis of these Terms and Conditions.

1. **Terms and Conditions:** These terms and conditions (**Terms**) set out the basis on which IKEA New Zealand Limited (**IKEA, we, us and our**) provide basic interior design services to you, an IKEA Family Member who has elected to receive basic interior design service (**Customer, you and your**). You are deemed to accept these Terms when you make a booking for or elect to receive basic interior design services.
2. **Eligibility:** The basic interior design services covered by these Terms are only offered to IKEA Family Members.
3. **Services:** IKEA's basic interior design service 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, IKEA will provide the Customer one (1) appointment of up to 60 minutes and one (1) follow up appointment of up to 30 minutes, instore at IKEA Sylvia Park (**Basic Interior Design Services**).
4. **Making a booking:** The Basic Interior Design 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 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. Basic Interior Design Service sessions are limited to one appointment per customer per day. If service is booked by a person under the age of 18, the appointment must also be attended by a parent or legal guardian. The follow up appointment must be booked directly with the Designer at the initial appointment.
5. **Payment by the Customer:** The Basic Interior Design 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-home/> (**Fee**). The Fee is payable upfront at the time the Customer makes a booking and must be made at least 24 hours prior to the appointment. If payment not received, IKEA reserves the right to reschedule or cancel appointment until payment is received.

6. **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.
7. **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.
8. **Customer revisions to a design:** The Customer will receive one design option only, including minor revisions that can be made during the appointment. 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.
9. **Product recommendations:** The Customer is responsible for reviewing the details of the IKEA products included in the design, including product specifications and product instructions on the IKEA website, in order to decide on the suitability of the products for the Customer. Suggestions will be based on the information supplied by the customer in regard to the space, style and colour preference.
10. **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.
11. **Incorrect measurements / Information:** IKEA accepts no liability for incorrect measurements or information provided by the Customer.
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:** 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.
14. **Intellectual Property:** IKEA owns all intellectual property in the 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 designs and other materials prepared for the purpose of determining what IKEA products could fit in a particular space.
15. **Changes to Terms and Conditions:** IKEA reserves the right to withdraw the service or amend these conditions at any time. If this impacts any Basic Interior Design Services or other 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.
16. **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.

17. **Contacting us:** In case you have feedback, comments or questions regarding the Basic Interior Design Services, please contact IKEA Customer Support Centre [online](#) or by phone on +64 9 802 4864.