

## **KEA Philippines – Home furnishing service Terms and Conditions**

**Effective date: July 2025**

This Home furnishing service Terms and Conditions apply to the Home furnishing Service offered by IKEA Philippines, available to homeowners and small business owners. These Terms and Conditions, along with the IKEA.ph Terms of Use and Privacy Policy, which are incorporated herein by reference, apply to your participation in or use of this Service.

IKEA Philippines reserves the right to revise these Terms and Conditions at any time without prior notice. Any changes will take effect once posted in-store or on the IKEA Philippines website. Continued use of the Service will constitute acceptance of the updated Terms and Conditions.

**NOTE: These Services are only available to customers aged 18 and above. By using this Service, you confirm that you are of legal age and have the capacity to enter into a binding agreement.**

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### **1. OVERVIEW OF INTERIOR DESIGN SERVICE**

#### **a. Who Can Use This Service?**

- The IKEA Home furnishing service is available to homeowners and small business owner customer only.

#### **b. How to Book a Furnishing Appointment**

- Customers must book the home furnishing service in advance through [homefurnishingservice.ph@ikano.asia](mailto:homefurnishingservice.ph@ikano.asia).
- A payment is required before the first planning session.
- Appointments are scheduled on a first-come, first-served basis and are subject to availability.

#### **c. How Your Appointment Works**

- After initial contact, IKEA coworker will be assigned and will contact you with a short questionnaire and request for floor plans, room measurements and room photos, to be submitted at least 2 business days before your appointment.
- You may also bring printed plans, sketches, and photos on the day of your visit.
- The Service includes three sessions:
  1. Initial consultation (in-store).
  2. Design presentation (up to 60 minutes; includes mood board, floor plan, and opportunity for feedback).

3. Final proposal (up to 60 minutes; includes product list, mood board, floor plan, interior perspective, furnish with light plan, floor and wall finish suggestions drawing).

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## 2. CUSTOMER RESPONSIBILITIES

- Customers are expected to:
    - Complete the design questionnaire and submit measurements at least 2 business days before the appointment.
    - If Your survey questions, photos, and/or measurements are not submitted to IKEA coworker in a timely manner at least two (2) business days prior to your first appointment (or Your submission is incomplete), then IKEA Philippines reserves the right to cancel your appointment, or the IKEA co-worker may request that You reschedule your appointment.
    - Provide accurate room dimensions and preferences. IKEA Philippines is not liable for any errors resulting from inaccurate measurements provided by the customer unless the IKEA Measuring Service was used.
    - Arrive on time for all scheduled sessions. If you are more than 30 minutes late, the IKEA coworker reserves the right to reschedule your session. Attempts will be made to reschedule the appointment within a four-week period pending availability.
  - Customers will receive one (1) final furnishing proposal per room.
  - IKEA coworkers are limited to recommending IKEA furniture and products for their intended use only. Custom solutions, hacks, or third-party products will not be provided.
  - Audio or video recording during furnishing sessions is not permitted. For accessibility-related accommodations, please notify IKEA Philippines in advance so arrangements can be made at no additional cost.
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### **3. FEES, CANCELLATIONS, AND REFUND POLICY**

#### **a. What the Service Fee Includes**

10,000 PHP per room

payment upfront (via gift card)

The fee covers home furnishing service as per the size of the space, including:

- Home furnishing advice
- Furniture and Home Furnishing Accessories Selection
- Shopping list
- Mood board
- Floor plan
- Perspective drawing
- Furnish with Light plan
- Wall and floor finish suggestions

#### **b. Refund Policy**

- Home furnishing service fee is non-refundable if the customer decided not to purchase (Shopping list). However, customer may keep the Interior design plans.

#### **c. Missed Appointments**

- If you miss your first appointment without notice, the IKEA co-worker will contact you to reschedule.
- If you miss your second or final session, the IKEA co-worker will follow up for up to two weeks. After this period, the Service may be considered completed with no refund.

#### **d. Rescheduling**

- IKEA reserves the right to cancel or reschedule your appointment. In such cases, you will be notified by our representative 3 days prior to your schedule date.

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#### **4. IMPORTANT SERVICE INFORMATION**

- IKEA Philippines does not endorse or guarantee third-party suppliers and is not responsible for their products, websites, or services.
- The home furnishing is intended as planning guides only. Customers should review specifications and instructions for all IKEA products to determine suitability before purchasing.
- Prices and availability shown in design proposals are based on in-store conditions at the time of creation and are subject to change. Delivery and assembly are not included unless purchased separately.

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#### **5. OWNERSHIP OF DESIGN MATERIALS**

- All materials provided (layouts, drawings, mood boards, product lists, etc.) are the property of IKEA Philippines and will be shared in digital format only.
- Designs are intended for personal household use only and may not be reproduced for commercial distribution or resale.

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#### **6. USE OF TRADEMARKS**

- Customers are not permitted to use IKEA logos, trademarks, or branding without prior written consent from IKEA Philippines.

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#### **7. LIMITATION OF LIABILITY**

- IKEA Philippines makes no guarantees that the Service or resulting furnishing recommendations will meet all expectations or suit all purposes.
- All Services are provided “as is” and “as available.” IKEA Philippines disclaims all implied warranties, including suitability, merchantability, or fitness for a particular purpose.

- IKEA Philippines is not responsible for:
    - Technical issues or delays
    - Changes in product availability
    - Customer-provided measurement errors
    - Losses or dissatisfaction resulting from the customer's use of the proposed design.
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## 8. INDEMNIFICATION

You agree to hold IKEA Philippines, its employees, and partners harmless from any claims, damages, or legal actions resulting from:

- Your use or misuse of the Service
  - Violations of these Terms
  - Inaccurate information provided by you.
  - Misuse of IKEA materials or trademarks
  - Dealings with external third-party contractors
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## 9. GOVERNING LAW

These Terms are governed by the laws of the **Republic of the Philippines**. Any disputes arising in relation to the Service will be handled by the courts of proper jurisdiction within **Metro Manila, Philippines**.

If any part of these Terms is found to be invalid or unenforceable, the remaining provisions will still apply.

Customer data will be processed in accordance with IKEA's privacy policy, details of which are available on the following website <https://www.ikea.com/ph/en/customer-service/privacy-policy>.