

IKEA In-Store Assembly Services Terms and Conditions

Effective Date: January 9, 2025

Last Updated Date: January 9, 2025

PLEASE READ CAREFULLY. THESE IN-STORE ASSEMBLY SERVICE TERMS AND CONDITIONS (the "Terms and Conditions") GOVERN AND APPLY TO ANYONE PURCHASING IN-STORE ASSEMBLY SERVICES ONLY ("Assembly Services" or the "Service(s)") FOR IKEA PRODUCTS PURCHASED IN THE UNITED STATES IN A PARTICIPATING STORE SETFORTH HEREIN. IN-STORE IKEA ASSEMBLY SERVICE IS PERFORMED BY IKEA CO-WORKERS ONLY & IS SEPARATE AND DISTINCT FROM ANY THIRD-PARTY ASSEMBLY SERVICE IKEA MAY PROMOTE (E.G. ASSEMBLY SERVICE VIA TASKRABBIT). ANY REFERENCES TO "You" AND "Your" MEAN THE APPLICABLE IKEA CUSTOMER THAT PURCHASES ASSEMBLY SERVICES.

PLEASE NOTE THESE SERVICES ARE NOT INTENDED FOR PURCHASE OR ACCESS BY ANYONE UNDER THE AGE OF EIGHTEEN (18). IF YOU ARE UNDER THE AGE OF EIGHTEEN (18), YOU MAY NOT PURCHASE ASSEMBLY SERVICES THROUGH IKEA OR OTHERWISE PROVIDE IKEA WITH ANY PERSONALLY IDENTIFIABLE INFORMATION IN YOUR ATTEMPT TO DO SO.

IKEA US RETAIL LLC, AND ITS PARENTS, AFFILIATES, SUBSIDIARIES, AND/OR FRANCHISORS (collectively, "IKEA," "we," "our," or "us") RESERVES THE RIGHT TO CANCEL IN-STORE ASSEMBLY SERVICE OR MODIFY THESE TERMS AND CONDITIONS AT ANY TIME. AS OF THE EFFECTIVE DATE ABOVE, ASSEMBLY SERVICE IS NOT AVAILABLE IN ALL U.S. STATES, ZIPCODES, AND JURISDICTIONS IN THE UNITED STATES. YOU SHOULD REGULARLY REVIEW THESE TERMS AND CONDITIONS TO ENSURE YOU ARE AWARE OF, UNDERSTAND, AND ACCEPT ANY CHANGES MADE. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, DO NOT PURCHASE ASSEMBLY SERVICE.

BY PURCHASING ASSEMBLY SERVICE, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS:

Participating Stores:

As of the Last Updated Date, the Assembly Services are available only at the following IKEA U.S. retail store locations (each, a "Participating Store"):

- IKEA Costa Mesa (California); IKEA College Park (Maryland); and IKEA Woodbridge (Virginia)

IKEA may, in its sole discretion, add or remove Participating Stores or modify appointment availability at any time.

How it works:

1. Speak with an IKEA co-worker at the Participating Store near the Recovery Desk to determine what IKEA products may eligible for the Service. Eligibility criteria is based on product type, size, and maximum anticipated assembly time (generally one hour or less) (the "Eligible Items"). Children's products and bulky items are not eligible for the Service. Assembly Service does not permit any customization, modification, hacking, or repair of previously assembled products. Any eligible items for Assembly shall only be assembled according to a corresponding IKEA product's Assembly Instructions.
2. If available, Assembly Services will be scheduled and performed on a first-come, first-served basis after an eligible product purchase is made in a Participating Store, subject to IKEA co-worker in-store availability. Availability may be limited.
3. You may inquire about the Service in-store after your product purchase is completed by visiting the designated Customer Service counter after the cash lanes and points of sale on the same day of your purchase. Any eligible items must be in their unopened, flat-pack packaging and no exceptions will be made. Customers must present a corresponding product receipt with the same date as booking and paying for Assembly in-store. You must retain your product receipt and present it upon pick up of your assembled item.
4. Fees for the Service:
 - a. All chairs that are Eligible Items will be assembled for \$15 per chair (pre-tax).
 - b. All other Eligible Items will be assembled for \$29 per Eligible Item (pre-tax).
5. Full payment for both the product and the Service is required prior to commencement of assembly.
6. Service commences once product packaging is first opened. Once your Service begins, your payment for the Service is non-refundable, even if the assembled product is later returned.
7. Assembly of all eligible IKEA products will be assembled to specification including wall attachment as defined in the assembly instructions. It is your responsibility to supply wall attachment screws and plugs (if necessary) unless your specific IKEA product already includes screws/plugs. For guidance on appropriate screws/plugs for wall attachment to common wall materials, please [click here](#) for information on the IKEA Wall Anchoring Guide.
8. You will be notified via SMS message (WaitWhile system) at the number you provide to IKEA when booking and paying for your Service when your assembly is completed and ready for pick up. You must present your original product receipt and collect your assembled item within the same business day unless otherwise agreed to in advance by an authorized IKEA co-worker in writing.
9. Same day service is not guaranteed. Availability of in-store assembly and total number or timeslots per day (if at all) may vary by Participating Store location.

10. You are solely responsible for transporting assembled items from the store once turned over at the completion of any assembly services.

11. IKEA is not responsible for any damage to assembled items after they have been turned over to you at the completion of any services.

Additional Terms and Conditions:

Warranty Assembled products are covered by IKEA's standard product warranty <https://www.ikea.com/us/en/customer-service/returns-claims/guarantee/>. The Service is warranted to be free from defects in workmanship for thirty (30) days from the date of assembly, unless applicable state law requires a longer period of time.

Changes and Cancellations

IKEA reserves the right to modify or discontinue the Service at any time without prior notice.

You may cancel the Service prior to any work commencement of actual product assembly for a full refund of the Service. Work commences once you turn your product over and the flat packaging is opened.