



IKEA Virtual Advice Interior Design Service and Basic Interior Design Service – Terms and In Conditions

Terms and Conditions

This document sets out the arrangements that will apply to the booking of an IKEA Virtual Advice Interior Design Service and Basic Interior Design Service.

Agreement

1. Those services are consultancy services and the recommendations will be based on the information supplied by the customer in regard to the space, style and colour preference.
2. IKEA will not accept any liability for any issues arise due to inaccurate information supplied.
3. The service fee is based on the advertised amount on our IKEA website and the duration of the appointment and the expectations of each services is as per the advertised on IKEA website. IKEA has the right to review any of the above at any time in line with the needs.
4. If service is booked by a person under the age of 18, the appointment must also be attended by a parent or legal guardian.
5. Payment for Advice and Basic Interior design service sessions to be completed 24 hours prior to appointment. If payment not received, IKEA reserves the right to reschedule or cancel appointment until payment received.
6. The service is carried out online only.
7. The service time is fixed and cannot be moved.
8. Due to unforeseen software updates to the IKEA Planners, IKEA may need to reschedule appointments in advance when scheduled system maintenance is in place.
9. Every service has a set capacity and appointments can only be booked when capacities are available.
10. Free Advice Interior design service sessions are limited to one appointment per customer per day.
11. Solution or plans provided by the Basic service, will not be altered for change of mind. Amendments, within reason, will only be made during booked appointments.
12. IKEA will not accept any liability for unforeseen stock unavailability on any product recommended by the IKEA Interior design service. Product recommendation is based on stock available at time of appointment.
13. IKEA will not accept any liability for any product recommended in the service that is not built, installed or secured as specified in product instructions.
14. IKEA reserves the right to change the terms and conditions from time to time to reflect changes to the law or changes to our services. We request that customers review the terms on a regular basis.

