

## **Installation Kitchen Set and Bathroom Set Terms & Conditions for IKEA customers**

1. Working hours
  - Mon-Sat : 09.00-18.00
  - Sunday/Public Holiday : Closed
  - Eid Mubarak/Idul Fitri : Closed 5 days before Public holiday, and 10 days after Public Holiday
2. During the site survey, customer is expected to be in the location, or customer's representative for a specific discussion for water pipe/plumbing, electricity and wall condition. Survey appointment reschedule is only accepted 1x24 hour before, less than that, call out charge shall be imposed fee as below:
  - IDR 199.000 for zone A and B
  - IDR 299.000 for zone C
3. IKEA will only work according to the Sales Order only for the confirmed installation, according to the scheduled date and time. The scheduled date and time as mentioned on the Sales Order will be confirmed back to the customer. Installation fee that agreed and paid can't be cancelled. Installation appointment reschedule is only accepted 2x24 hour before scheduled and confirmed date. Reschedule installation date less than 2x24 hour shall be imposed fee as below:
  - IDR 199.000 for zone A and B
  - IDR 299.000 for zone C
4. For reschedule on site, without any confirmation to vendor, where installer has arrived on site, shall be imposed fee as below:
  - IDR 499.000 for zone A and B
  - IDR 599.000 for zone C
5. IKEA shall not responsible for any damage, loss or injury after the installation is completed of the IKEA product, except for damage incurred directly during the IKEA product installation process and is proven by IKEA's failure.
6. Customer will be responsible for any cost for Apartment deposit/guarantee.
7. IKEA will only be responsible for the cleanliness within the area of work or area used for furniture setting.
8. All employees shall wear uniforms, ID cards and Sales Order to be shown to customer.
9. IKEA not responsible for any damages that may occur, caused by uncertainty or false blue print about water pipe/electricity.
10. Installation guarantee for METHOD is 180 days from installation date, for KNOXHULT and Bathroom is 90 days from installation date. No installation guarantee for SUNNERSTA.
11. Customer shall responsible for old kitchen removal, IKEA not responsible for any damages that may occur to the existing cabinets/items during the kitchen removal.