

IKEA Indonesia – Sewing & Embroidery Service Terms and Conditions

Last updated: 23 May 2025

1. About the Sewing Service

The Sewing and Embroidery Service (“Service”) includes custom tailoring of IKEA textile products such as curtains, towels, slipcovers, and other accessories. The service is provided by **PT. Rumah Mebel Nusantara (IKEA Indonesia)**. The service may be performed by an authorized third-party subcontractor, but IKEA Indonesia remains fully responsible for the quality and fulfillment of the service.

By placing a service order, the customer (“you”) agrees to these terms.

2. Scope & General Terms

- All fabric measurements must be provided in centimeters (cm) and verified by the customer before placing an order.
 - Fabric color may vary between production batches. Minor differences are not considered defects.
 - IKEA recommends customers request **free fabric samples** to ensure the desired color and texture.
 - Curtains are loosely hemmed at the bottom to accommodate humidity or temperature changes.
 - IKEA does **not cut curtain rods to custom sizes**—customers may adjust rods at home.
 - Custom embroidery (e.g., names or identities) is available.
 - **Cut fabric or embroidered items cannot be returned.**
-

3. Products & Limitations

- The average IKEA curtain length is 2.5 meters.
- Final product color may differ slightly from samples.
- Curtains must be inspected before being cut or installed.
- IKEA is not responsible for incorrect measurements provided by customers.

- **Custom-made items cannot be returned once production has started.**
-

4. Customer Responsibilities

- Customers are fully responsible for the **accuracy of curtain measurements** for their windows or doors.
 - Customers must verify the **correct spelling, name, size, and placement** for embroidery.
 - All orders require **written confirmation and a customer signature**.
 - **No cancellations or changes can be made after production begins.**
-

5. Delivery & Installation

- Finished products can be collected in-store as per each store's policy. Processing time may vary by location. Customers should contact the store's customer service desk for exact timelines.
 - Curtain or slipcover installation is available only if booked separately.
 - IKEA does not cut curtain rods to size—customers may do so independently or request guidance.
-

6. Order Cancellation & Changes

- Customers have **24 hours after confirmation** to modify their order.
- After 24 hours, the order is processed and **cannot be canceled**.
- Cancellation requests must be submitted **at the store** using the official form and **must include a signed receipt request**.
- Returns are only accepted if:
 - IKEA has pre-approved the return.
 - The product is found to be defective or damaged upon receipt.
- All claims must be filed **within 3 days of delivery**.
- Items that have been **cut, modified, or further processed** cannot be returned.

7. Claims & Complaint Procedure

- Claims for missing items must be submitted **within 3 days** of delivery.
- IKEA does not accept claims for:
 - Minor color variation.
 - Customer-modified products.
 - Customer measurement errors.
- IKEA will **attempt to repair issues** at the workshop before offering a replacement.

8. IKEA Indonesia's Rights

- IKEA may withdraw products from the catalog at any time without prior notice.
- IKEA reserves the right to **reject orders** not compliant with service policies/specifications.
- IKEA may **update these Terms** without notice; the latest version is available on the official website.

9. Privacy & Data Protection


- Customer data collected for the service is processed according to the **IKEA Indonesia Privacy Policy**.
- IKEA shares customer data only with third-party service providers as needed to fulfill the service.


10. Governing Law

These Terms and Conditions are governed by the laws of the **Republic of Indonesia**.
In case of dispute, both parties agree to settle amicably or via mediation under Indonesian law.

11. Contact Us

For more information on our services:

 Phone: +6221-2985-3900

 WhatsApp: +62811-1300-2242

 Email: CS@IKEA.co.id

 Website: www.IKEA.co.id