

Information sheet on kitchen installations by external kitchen service providers (KSPs)

Dear customer,

You have decided to commission an external kitchen service provider (KSP) with the installation of your IKEA kitchen products and asked us to arrange this. IKEA will put you in touch with a suitable KSP. Our General Terms and Conditions apply. In addition, we would like to draw your attention to the following information:

1. On your behalf, IKEA will send your contact details, your IKEA kitchen quotation, and your IKEA kitchen drawing with all your specifications to the KSP.
2. The KSP will contact you within one working day to confirm the appointment for the pre-installation measurements to be taken and to quote the price for that service. A pre-installation measuring service is mandatory for all the KSP. The goal of the pre-installation measurements is to make sure that the kitchen will fit perfectly and determine if you require any supplementary work. The costs of the pre-installation measuring service are to be paid by you directly to the KSP. The service fee is CHF 199.—incl. VAT and is nonrefundable.
3. A final quotation for the kitchen installation will be drawn up by the KSP after the pre-installation measurements have been carried out. All KSP prices quoted should include VAT, please make sure you verify this.
4. The KSP will note down all the needed adjustments to be made to the kitchen plan during the pre-installation measuring appointment. After the pre-installation measuring appointment, the KSP will send the kitchen measuring plan to you and to IKEA.
5. Based on these measurements/this kitchen plan, IKEA will issue the final offer for your chosen IKEA Kitchen products. The full price for your IKEA Kitchen products is payable to IKEA. Please refer to the final offer for further details and conditions.
6. If you accept the KSP's offer, please note that the installation contract is concluded between you and the KSP. The KSP is your contractual partner and point of contact for all matters relating to the installation. All terms and conditions are subject to negotiation between you and the KSP and the costs for the installation are to be paid directly to the KSP. IKEA is not party to the installation contract and is not liable for the proper fulfillment of the services or for damage that may occur as a result (please see also art. 7 and art. 19 GTC of IKEA AG).
7. In case you do not reach an agreement with the KSP on the installation, if you decide to commission a different provider or if you decide to install the kitchen yourself, please notify IKEA so the delivery details of your order may be adjusted if necessary.
8. IKEA will deliver the kitchen items ordered directly to you or to the delivery address determined by you respectively. On the day of the installation, all items must be available in the immediate vicinity of the installation space.
9. If you need a service provider for the installation of the connections for plumbing and electrical appliances, please check with the KSP. They may be able to offer such services if they have the appropriate license or arrange for a licensed tradesman to do so at your request.