

GENERAL QUESTIONS

Who does what?

WHO?	WHAT?
Traemand	Plans, assembles and installs your IKEA kitchen cabinets.
IKEA	Initial service scheduler, product supplier, product delivery.
Referral Partner	A certified Traemand partner who plans, assembles and installs IKEA kitchen cabinets in high volume markets. Some Referral Partners also provide general contracting work like demolition, lighting and electrical.
General Contractor	Demolition, lighting, plumbing, electrical.
Countertop Vendor	Template, deliver and install countertop (IKEA quartz/acrylic).

When will Traemand charge my credit card?

Your credit card will be charged differently depending on what state you're in. Please contact your Sales Coordinator to find out what your payment schedule will be. Their contact information can be found in your customer portal account. You can also review your signed installation agreement for this information.

What is the difference between the customer portal and the IKEA Home Planner?

Traemand's customer portal is your one-stop shop for your IKEA kitchen planning and installation services. You can be reminded of next steps in your project, see scheduled services, view your plan and install documents and manage cases. [Log in here!](#)

The IKEA Home Planner (IHP) is IKEA's online kitchen planning tool. This is where Traemand's professional planners will lay out your new dream kitchen during your kitchen planning appointment.

What do I do if there is a problem with my plan?

If you purchased a kitchen planning appointment from IKEA and are experiencing problems with your plan, contact the planner assigned to your project. You can find this in your customer portal under "Services." If you have problems with your plan and you purchased an Installation Price Quotation, please contact your local IKEA store.

What do I do if there is a problem during installation?

Contact the Dispatch Coordinator for your market if you have questions about your installation, or if you feel there is a problem. We'll do our best to answer your questions and get things back on track! Your Coordinator's contact information can be found in your Traemand portal.

Can I use another credit card for the final payment? Yes. Contact our Accounting team at 720-214-4064 x 1336.

PLANNING QUESTIONS

As a valued customer, Traemand created the customer portal to ensure you stay informed during the entire process of your IKEA kitchen remodel! You can find the answers to most of the planning questions below by logging into your customer portal.

How do I cancel the appointment I made at IKEA?

Call IKEA's appointment line (866-390-3144) at least 24 hours before your appointment to cancel or reschedule to receive a full refund.

When is my appointment scheduled?

Log in to the [customer portal](#) for this information. Click the "Services" tab. Your appointment information will be listed on that page.

Who is coming?

Planners are typically assigned to a job 3-5 days prior to your appointment. You can see the name and contact information for your planner on your [customer portal](#) under "Services."

How do I prepare for the meeting?

We want to make sure you love your new IKEA kitchen. Every dream kitchen starts with a great plan. The more we know about you and your vision prior to your appointment, the better your plan will be! This is where the [IKEA Kitchen Planning Checklist](#) comes into play! You can find it on your Dashboard in the customer portal. Be sure to fill this out as much as possible before your appointment.

INSTALLATION QUESTIONS

As a valued customer, Traemand created the customer portal to ensure you stay informed during the entire process of your IKEA kitchen remodel! You can find the answers to most of the installation questions below by logging into your customer portal.

When is my install?

You can find your installation dates and times by clicking the “Services” tab in your [customer portal](#). Your installation service information will be listed on that page. You can then click “Detail” next to your service to see the professional who will be installing your dream kitchen!

Does Traemand install cabinet lighting?

Traemand mounts IKEA lights to IKEA cabinets. We also will run the wires to the appropriate outlet. However, a professional electrician is responsible for prepping your electrical prior to our arrival and for connecting the lighting after we have finished installing your cabinets to ensure your lights are functional.

Should my flooring be installed before or after my cabinets?

Most flooring (tiles, nail down, glue down, vinyl) can be installed before cabinets. All floating floors should be done after cabinets. Please consult your flooring expert for more information.

How quickly can I schedule my install?

After you have your kitchen plans, your project will typically take 4-6 weeks to arrive at the installation phase. Traemand’s lead times typically match the progression of your project. These lead times can fluctuate depending on IKEA’s kitchen sale schedule and holidays. Please contact your Sales Coordinator for first available install dates. Their contact information can be found in your [customer portal](#) or call us at (720) 214-4064!

What is your warranty?

Traemand offers an industry-leading five-year warranty on installation. If you have a warranty issue, you can email in pictures of your issue and the date of installation to your local IKEA. We’ll take it from there!

How do I move or cancel my install dates?

Contact your Dispatch Coordinator. Their contact information is in your [customer portal](#).

How do I request installation dates?

Contact your Sales Coordinator. Their contact information is in your [customer portal](#).

When will the installers arrive?

Typically our crews arrive between 8 a.m. and 10 a.m. on the first day of install.

Do I need to be on site the whole time?

We recommend that you remain on site during the duration of your cabinet installation. If that doesn't work with your schedule, we need you there for the first 30-60 minutes to review expectations, paperwork, and to make sure we have the most up-to-date layout of your new IKEA kitchen! We'll also need you on site for the last day of installation to do a walkthrough and sign off on the completion report.

What happens if there are changes made on site?

Change notes are very common during the install process of a kitchen remodel. If there are any charges or credits due after install, the installers will have you sign off on a change note.

Clarification on countertops:

IKEA butcher block and laminate can be installed by Traemand during your scheduled install dates. IKEA acrylic and quartz can be installed by IKEA's countertop vendor that specializes in these materials. You can buy acrylic and quartz countertops directly from IKEA, or any other countertop materials from a vendor of your choice. These vendors will work with you to schedule the measurements or "template" and installation. A template should be scheduled at least one day after your installation is complete. As an FYI, the lead time between templating and installation is typically 2 weeks.

How is your installation pricing determined?

Traemand sets its installation pricing based on the scope of work required, not timing.