

JOHN LEWIS

SERVICE TERMS & CONDITIONS

American Fridge-Freezer Connection

What we will do:

- Perform a health and safety risk assessment to ensure that it is safe for John Lewis Partners – or anyone working on our behalf – to work on the premises and perform the delivery and/or installation.
- Assess the chosen location – and the route to reach it – to ensure it is level and suitable for the product and for our Partners/installers to safely gain access. If the location is unsuitable we will support in identifying a new, suitable location.
- Check the power supply is safe and suitable for connecting to the appliance.
- Unpack and dispose of all packaging.
- Remove the product's doors if required, to support access to the installation location. This will not affect the manufacturer's warranty.
- For those appliances with a water filter we will connect them to an existing suitable cold-water supply within 2.5 metres of the installation location. The 2.5-metre measurement begins at the water line on the unit, as their positions can vary by model.
- Level the appliance.
- Our installer will inform you of how long you will need to wait for the gases in your new appliance to settle before you can switch it on.
- We will take photos of the completed installation and all electrical connections. Our Quality Assurance Partners may be in attendance to ensure the installation has been completed to the required standard.

What you need to do:

- Make sure the route to and within the chosen location is clear, with room for both our Partners/installers and the product to safely gain access, and that there's enough space for your new product to be assembled and positioned in your chosen location. You can find the product dimensions on the product page.
- Be aware that if your property is not located on ground level you must have suitable lift access to the required level. If not, we may not be able to complete the delivery of your new appliance.
- Make sure you have an accessible plug socket located within 1 metre of the desired location. The 1-metre measurement begins at the power cable on the unit, as their positions can vary by model. Extension leads are not permitted for safety and compliance.
- Make sure you have an accessible cold-water supply located within 2.5 metres if the unit is plumbed. The 2.5-metre measurement begins at the water line on the unit, as their positions can vary by model.

What we won't do:

- We will not install in a location that does not meet manufacturers' requirements. This includes unheated outbuildings.
- Install an appliance to a location that has not passed a risk assessment.

- We will not deliver to any properties that do not have suitable access, such as a suitable lift for the product size and weight where delivery is not to/on the ground floor.
- We will not turn on your appliance straight away, as manufacturers recommend that refrigeration products should be left to stand for a varying amount of time; the specific period can be found in the instruction manual.
- We will not make alterations to worktops.
- We won't be able to install your new product if there isn't a plug socket within 1 metre of the proposed installation location.
- If your new appliance has a plumbed water dispenser, we won't be able to plumb the appliance if there isn't a suitable cold-water supply within 2.5 metres of the proposed installation location.