

JOHN LEWIS

SERVICE TERMS & CONDITIONS

American Fridge-Freezer Recycling

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 requested service.
- Assess the route for removing the product to ensure it is level and suitable for the product and for our Partners/installers to safely gain access.
- We will take away your old appliance and packaging. The materials will be reused or recycled to help reduce waste and impact on the environment.
- We will remove the doors from your existing unit, if required, to remove it from your property.

What you need to do:

- Ensure the appliance is disconnected from the power and water supply (unless an installation has been purchased).
- Ensure the appliance is empty and fully defrosted.
- Ensure that smart appliances are reset to factory settings and unlinked from your personal accounts, smart home apps, and Wi-Fi networks prior to collection. We are unable to reset devices on your behalf, and any data or accounts left on a collected product remain your responsibility.
- Make sure the route to the product location is clear, with room for both our Partners/installers and the product to safely gain access and remove the appliance for recycling.

What we won't do:

- Collect any item we believe constitutes a health and safety risk to our Partners, or anyone working on our behalf.
- Reset, clear, or unlink personal data, user accounts, app profiles, or network settings from a smart or internet-connected device.