

JOHN LEWIS

SERVICE TERMS & CONDITIONS

BBQ Disposal

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 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, dependent on condition, or recycled to reduce waste and impact on the environment.

What you need to do:

- Please disconnect your existing BBQ from the gas bottle prior to the delivery crew arriving, as we are unable to dismantle your gas connection.
- Ensure the BBQ is emptied and clean (no food waste, grease, charcoal, wood).
- Ensure you have removed any accessories that you wish to keep.
- 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 BBQ 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.
- We will not take away an existing ceramic BBQ.
- We will not take away any gas bottles.