

JOHN LEWIS

SERVICE TERMS & CONDITIONS

Freestanding Refrigeration 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.
- 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.
- 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.

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 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.