

JOHN LEWIS

SERVICE TERMS & CONDITIONS

Integrated Refrigeration Installation

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 chosen location – and the route to reach it – to ensure it is 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. If the product is hard-wired, to ensure the safety of both our crew and yourself, we will need to switch off the whole power supply at your consumer unit.
- Disconnect your old appliance and, if you have selected our recycling service, remove it from your property.
- Unpack your new appliance, take away the packaging for recycling, and then prepare the product for installation.
- Should the cable need to pass through a small hole already in your worktop, our installer will safely remove and replace the plug. This will not affect the manufacturer's warranty.
- We can reverse the opening direction of the appliance door in your property if you require us to do so.
- Attach your new fridge or freezer to your decor door, make sure it is level, and then fix it in place.
- 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.
- Check that you are buying a product with the correct cupboard door split for your kitchen cabinet. Compare the door split of the model you currently have with the details of your new refrigeration appliance on the product specification tab on our product pages.
- To help with a smooth installation, the hinge type for your appliance should be like-for-like; if your existing appliance has a sliding hinge then we may be able to install a fixed hinge appliance in its place subject to inspection of your existing decor doors, if your existing appliance has a fixed hinge however then you will need to replace it with another fixed hinge appliance. This information can be found on the product page for the item you wish to purchase.

- 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 its position can vary by model. Extension leads are not permitted for safety and compliance.
- If your cupboards or housing units need any changes in order to fit your new refrigeration appliance, make sure you have made them before we arrive.
- Be aware that if your decor doors and fixing locations are not in a suitable condition the installation may not be able to go ahead.
- Be aware that if any plinths are fitted to units and cannot be removed the installation may not be able to go ahead.

What we won't do:

- We will not install in a location that does not meet manufacturers' requirements. This includes unheated outbuildings.
- We won't make any changes to your property. We're only able to install your new refrigeration appliance.
- We cannot complete the installation if the product you have purchased has sliding hinges and your existing one has fixed hinges.
- 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.