

JOHN LEWIS

SERVICE TERMS & CONDITIONS

Kamado Joe Delivery

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 delivery.
- If your new product is the Series 3 Classic Bundle, Konnected Joe Big Bundle, or the Series 3 Big Bundle, our delivery team must first assess if delivery is possible to your chosen location. If not, we'll deliver it in its box to your front door. For all other models we will deliver to a room or location of choice.
- Due to the weight of this item, we will only be able to deliver to locations that we can access without the use of stairs/steps or uneven ground.
- 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.
- We will deliver the product in its box to the chosen location.
- Due to the size, shape and weight of the product and its packaging, we will recommend that the product stay in its box until you are ready to assemble it.

What you need to do:

- Choose an area for your boxed product to be placed.
- Make sure the route to and within the chosen location is clear, with room for both our Partners and the product to safely gain access, and that there's enough space for your new product in your chosen location. You can find the product dimensions on the product page.
- Please ensure that the product is safely within the weight limit of your chosen location – should it have one – by checking the weight on the product page before placing your order.
- Ensure that any pets are kept away from the delivery route during the delivery.
- Ensure the chosen area is clear prior to our crew's arrival, as we cannot dismantle or move existing items.

What we won't do:

- We will not deliver to any properties that do not have suitable step-free access and even ground to the chosen location.
- We will not deliver to a location that does not meet the weight requirements for the product.
- We will not assemble the product as part of the standard delivery.
- This service does not include the removal of old products.