

JOHN LEWIS

SERVICE TERMS & CONDITIONS

Lighting (and Additional Lighting) Installation Services

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.
- To ensure our crews' safety we will need to switch off the mains power at your consumer unit.
- Our crews will check your circuit is safe to work on.
- We will connect your new light fitting to an existing safe connection.
- We will take away the packaging for recycling.

What you need to do:

- Please ensure your new light is of the same electrical classification as your old fitting. If in doubt, Class 2 lights are compatible with both class types and can be safely used. This information can be found under Electrical Classification in the product specifications.
- 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.
- Ensure that your consumer unit is accessible to our crews so we can isolate the power to work safely.
- Make sure that you have the correct lightbulbs before our crew arrive, as they do not keep a stock of them.
- As we will have turned off your mains power this may mean you need to reset timers once we've finished. We are not liable for any products connected to your mains power that don't restart.
- If the light is for outdoors or for the bathroom you'll need to check the IP (Ingress Protection) rating. The higher the rating, the more protected it is. For outdoor or bathroom lighting you need a minimum IP44 rating. Check the product specification for details.

What we won't do:

- We will not complete an installation unless we can switch off the mains power supply.
- We're unable to install on circuits with rubber- or lead-sheathed wiring, or onto any surface which poses a potential health and safety risk for our crews (such as textured surface coverings).
- We cannot install recessed lights or any light fitting which are more than 3 metres (10 feet) above the ground directly underneath the installation point.
- The installation of external lights will be weather dependent.
- We cannot install in a commercial property unless there is a separate consumer unit.

- We will not install against manufacturers' instructions.