

JOHN LEWIS

SERVICE TERMS & CONDITIONS

Mattress or Divan Recycling

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.
- Perform a health and safety assessment on the item to be collected, ensuring it meets drivers' Health & Safety requirements for handling, in terms of safety and sanitary hygiene.
- Assess the route for removing the product to ensure it is suitable for the product and for our Partners/installers to safely gain access.
- Remove your old mattress or divan and ensure your item will be broken down to its constituent parts for re-use. If you have both a divan and a mattress to be removed, please ensure you select this service for both the new divan and the new mattress.

What you need to do:

- Ensure your mattress is free of all linen and is ready for collection.
- 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 appliance for recycling.

What we won't do:

- We won't collect any item that we believe poses a health and safety risk to our Partners, or anyone working on our behalf.
- This service does not include bedsteads and headboards.