

JOHN LEWIS

SERVICE TERMS & CONDITIONS

On-Site BBQ Assembly

What we will do:

- Perform a health and safety 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.
- Due to the weight of this item we will only be able to deliver to a location that we can access without stairs/steps or uneven ground.
- Assess the chosen location – and the route to reach it – to ensure it is level and suitable both 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.
- If your new BBQ plugs in to electrics, we will complete some electrical tests to confirm the circuit and outdoor socket are safe for the product that is to be connected. If this fails, or the outdoor socket lacks an RCD, we will be unable to plug in your new BBQ. Extension leads are **not** permitted for safety and compliance.
- Build your new item in the outdoor space you intend it to be situated, ensuring that the BBQ is assembled securely using the supplied fittings.
- Hand over the instruction booklet and any spare pieces for the ongoing maintenance of the product.
- We'll take away all packaging for recycling.

What you need to do:

- Choose an area for your BBQ to be situated. Your new BBQ will require a flat surface, so if the ground is uneven we will be unable to complete the assembly.
- 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.
- 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 any pets are kept away from the assembly area during the installation service.
- Ensure the chosen area is clear prior to our crew's arrival, as we cannot dismantle or move existing items.
- Ensure a suitable connection point is located within 1 metre and is easily accessible if your new product requires one.

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 situate the BBQ in a location that does not meet the weight requirements for the product.
- Connect to an unsafe electrical outlet or an extension lead.

- We will not install in a location that does not meet manufacturers' requirements or has not passed our risk assessment.
- This service does not include the removal of old products.
- The installation of outdoor products will be weather dependent.