

JOHN LEWIS

SERVICE TERMS & CONDITIONS

Outdoor Furniture Assembly 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.
- Build your new item in the outdoor space or room you intend it to be situated.
- 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 new product to be situated. Your new product may require a flat surface, so if the ground is uneven we may 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.
- Be aware that you may need to carry out maintenance such as tightening or weather-proofing.

What we won't do:

- We will not situate your new product in a location that does not meet its weight requirements.
- 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 furniture will be weather dependent.