

JOHN LEWIS

SERVICE TERMS & CONDITIONS

Picture or Mirror Hanging Service

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.
- Check that the location you wish to hang the product is suitable, scanning for obstacles such as pipes and cables before hanging the product.
- If the scan identifies hazards in the chosen location then we will support in identifying a new, suitable location.
- We will install and level the product in line with the manufacturer's instructions.

What you need to do:

- Decide where you wish the product to be hung. Be aware that if there are cables or pipes in the wall then you will need to select another location.
- 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.

What we won't do:

- Please be aware we will have to drill holes, meaning there may be a small amount of decor damage that we will not be able to repair nor be liable for.
- We will not hang products not purchased from John Lewis & Partners, or where we believe the wall type, location, or fixings may not be safe.