

# JOHN LEWIS

## SERVICE TERMS & CONDITIONS

### TV Recycling

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#### **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 route for removing the product to ensure it is suitable for the product and for our Partners/installers to safely gain access.
- Take away your old TV and packaging. The materials will be reused or recycled to help reduce waste and impact on the environment.

#### **What you need to do:**

- Ensure the appliance is disconnected from the power supply and other devices (unless an installation has been purchased).
- If your existing TV is wall mounted, ensure it has been removed from the wall before we arrive (except where our Wall Mount Installation service has been purchased).
- Ensure that smart TVs are reset to factory settings and unlinked from your personal accounts, streaming profiles, and Wi-Fi networks prior to collection. We are unable to reset devices on your behalf, and any data or accounts left on a collected product remain your responsibility.
- 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 TV for recycling.

#### **What we won't do:**

- Collect any item we believe poses a health and safety risk to our employees, or anyone working on our behalf.
- Remove your existing wall-mounted TV from the wall, except in cases where our Wall Mount Installation service has been purchased.
- Reset, clear, or unlink personal data, user accounts, app profiles, or network settings from any smart or internet-connected device.