

JOHN LEWIS

SERVICE TERMS & CONDITIONS

TV Setup Service (90”+)

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.
- Disconnect your old TV and, if you have selected our recycling service, remove it from your property. Be aware that we will not re-install your old TV in another room.
- Unpack your new items, offer to take away the packaging for recycling, and then prepare the product for installation.
- Install your TV on a stand. If you require a wall mount installation, please choose the TV Setup and Wall Mounting Installation service.
- Install a single soundbar unit on your stand, provided it has been purchased from John Lewis & Partners.
- Place speakers in the ideal position for your room layout.
- Set the correct sound levels for each speaker.
- Connect your TV to an available internet connection, as long as the signal strength and bandwidth are suitable.
- Connect your TV to an accessible aerial and tune in the available digital freeview stations.
- Connect your new TV to any existing devices and any new plug-and-play devices purchased from John Lewis & Partners.
- Give a brief demonstration on how to use your new TV.

What you need to do:

- Be aware that if your property is not located on ground level you must have suitable lift access to the required level. The lift access must be able to support the weight of the product and our crew, and fit the full width of the boxed product as the product may not be placed on its end. If not, we will be unable to complete the delivery of your new product.
- 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 in your chosen location. You can find the product dimensions on the product page. You will need to clear a space of about 2 metres by 2 metres for assembling and attaching the supplied stand or feet.
- Check that your new TV can be safely stood on any existing stand without exceeding the weight limit or width for your new product's supplied stand or feet. The weight limit for your stand can be found in the manufacturer's instructions.
- Ensure you have an aerial socket and suitable and sufficient power sockets within 1 metre for all equipment you would like connected.
- Check you have the required cables and adapters to connect all devices that you wish to be connected.
Note: these may not be included with new products.

- Ensure all required services, such as a WiFi connection, are available if you would like these connected to the TV, and that you have the relevant passwords.
- If your new product requires an application for its use, please ensure you have downloaded this onto a smartphone or tablet before we arrive.

What we won't do:

- We will not deliver to any properties that do not have suitable access, such as a suitable lift for the product size and weight where delivery is not to/on the ground floor. The lift must be able to support the weight of the product and our crew, and fit the full width of the boxed product, as the product may not be placed on its end.
- Install the TV in a location that does not comply with the manufacturer's requirements.
- Mount the TV on a wall. If you require a wall-mount installation, please choose the TV Setup and Wall Mounting Installation service.
- Provide stands, brackets, set top boxes, cables, adaptors, extension leads or any other parts that may be required for this installation.
- Assemble a separate TV stand if the TV Stand Assembly Service has not been purchased.
- Lay cables under carpets or floors, or channelled into a wall.
- Install new Sky or Cable TV services.
- Re-install an old product in another room.