

JOHN LEWIS

SERVICE TERMS & CONDITIONS

TV Setup and Wall Mounting Installation (90”+)

Please note: Unless your chosen model includes a wall bracket, you will need to purchase AVF ERMLXI-01B-UKC (Product code: 89825019).

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.
- We can mount your TV above a heat source, provided the bottom of the TV will be a minimum of 30cm from the top of the heat source once installed, and will be mounted on a surface deeper than 8cm.
- 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 wall bracket to the wall.
- Attach your TV to the bracket.
- Mount a single soundbar unit on the wall, provided it has been purchased from John Lewis & Partners and has the associated bracket.
- 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.
- We will supply and install paintable white trunking to run your cables neatly along the walls in straight runs, up to a combined 1.5 metres in length.
- 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.

- Unless your chosen model includes a wall mount, you will need to purchase AVF ERMLXI-01B-UKC (Product code: 89825019).
- Decide where you wish the product to be mounted, considering the wall type and the likelihood of cables or pipes running in the wall cavity. Ensure your wall can suitably support the weight of the TV and bracket. You will typically require a solid, stud, or dot and dab wall.
- 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 bracket to your new TV.
- Be aware that plug sockets, or other obstructions behind your chosen installation location, may prevent flat-to-wall brackets from sitting flat to your wall.
- Ensure you have an aerial socket and suitable and sufficient power sockets within 1 metre for all equipment you would like connected.
- Ensure satellite and/or cable providers are installed and running so they can be connected via a HDMI lead.
- 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.
- Mount the bracket in a location that does not meet the manufacturer's requirements for either the TV or the bracket.
- Install any bracket that is not included as part of the TV, or the AVF ERMLXI-01B-UKC (Product code: 89825019).
- Provide stands, brackets, set top boxes, cables, adaptors, extension leads or any other parts that may be required for this installation.
- 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.
- We will not install in a purpose-built commercial property, or in the reception or communal areas of a converted commercial property or care home. We will install in all other rooms of a converted commercial property and the residential dwelling of a care home.
- Please be aware we will have to drill holes, so there may be a small amount of decor damage that we will not be able to repair.