

JOHN LEWIS

SERVICE TERMS & CONDITIONS

TV Setup and Wall Mounting Installation (Under 90")

Please note: Bracket not provided with this service, please purchase separately if one is not included with your TV purchase.

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.
- Attach your new TV to an existing mounted bracket – as long as it is compatible, has the required fixings, and passes a visual inspection from our installer.
- 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:

- 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.

- 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 the bracket you have purchased, or are already using, if not included with the TV is compatible with both your new TV and the wall type in the installation location. You can do this by checking the VESA wall mount dimensions in the product specification, and the '[Wall and bracket type](#)' guide on our website.
- 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:

- Mount the bracket in a location that does not meet the manufacturer's requirements for either the TV or the bracket.
- Install new brackets that are not purchased from John Lewis & Partners.
- 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, meaning there may be a small amount of decor damage that we will not be able to repair.