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You can find lots more online at johnlewis.com

Need technical help with your computer?

We've got all the support you
need to get the most out of it.



Featured on the front cover: Nabomita Deb, Technical Support Partner

John Lewis department stores SD837-98 / 09.12



How can we help you?

We want to make using your computer as easy as possible, so we offer a range of set-up, support and troubleshooting services to help you get the most from your system.

Most of our services are available in our shops as you wait, while for others just book an appointment and we'll come to your home. To find out more or make your booking, please talk to one of our Partners.

To give you real peace of mind all our computers come with a 2-year guarantee included at no extra cost.

Expert services at every stage of your computer's life

Whether you need help getting started, ongoing support for day-to-day matters, or emergency support, you'll find the service you need below.

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Need help getting started?

Whether you're new to computing or simply don't have the time to do it yourself, our convenient services will take all the hassle and worry out of setting up your new computer.



Tablet set up (in-store service) £20

Registration and configuration of operating system and set up of user accounts.



Standard computer set up (in-store service) £30

Ideal if you want to start using your new computer immediately, with the minimum of effort. With this service, our experts will:

- Set up your user accounts
- Update pre-installed antivirus software and set up parental controls
- Ensure all updates are in place



Full set up (in-store service) £50

Perfect if you want your new computer set up to operate like your old one:

- Set up your user accounts
- Update pre-installed antivirus software and set up parental controls
- Ensure all updates are in place
- Install, activate and register all programmes
- Transfer your data and files to your new computer, portable hard drive or USB memory stick



Create restore discs (in-store service) £10

An add-on to either of our computer set up services, where we will create restore discs to safeguard the software supplied with your computer.



Standard computer set up (at-home service) £59

When you need to set up your new computer in your home and connect it to your existing wireless networks and printers, this service is ideal.

Our experts will come to you and:

- Unpack and set up your new computer
- Install your operating system and updates, and set up parental controls and security options
- Install, set up and update supplied antivirus software
- Connect to your existing home network
- Set up and connect to your new or existing printer



Enhanced computer set up (at-home service) £79

Perfect if you need to create a new wireless home network and get your new computer set up and connected to it. Our experts will come to you and:

- Set up your user accounts
- Update pre-installed antivirus software and set up parental controls
- Ensure all updates are in place and create your backup and recovery discs if required
- Install, activate and register any additional programmes
- Set up your new wireless network



Premium computer set up (at-home service) £99

Our most comprehensive set up, this includes all the benefits of our enhanced set up service, as well as transferring data and files from your old machine.

Our experts will come to you and:

- Set up your user accounts
- Update pre-installed antivirus software, and set up parental controls
- Ensure all updates are in place and create your backup and recovery discs if required
- Install, activate and register any additional programmes
- Set up your new wireless network
- Transfer up to 20GB of data or files from your old computer



Operating system upgrade (in-store service) £30

When you buy an new operating system, this is a simple way to get it all working for you.

Our experts will:

- Install, activate and register your new operating system
- Set up your user accounts
- Set up parental controls
- Ensure all updates are in place
- Update anti virus and security settings supplied within your new operating system

Need ongoing support?

Once you've got your new computer up and running, our experts can help you make sure it continues performing at its best.

By maintaining and protecting the data on your hard disk you can avoid losing your valuable files should a problem occur.



Data vault £30 for a 1-year subscription

From photos, music and movies to vital documents, this service helps you safely protect your important information. This software solution will:

- Back up all data, photos, music and movies safely in one place
- Provide automatic backup when you're online, with unlimited storage
- Let you access your files from any internet connection



Health check (in-store or at-home service)

£40 in store or £79 at home

A regular check up will make sure your computer is working as well as it possibly can. With this useful service, our experts will:

- Check for and remove any viruses, trojans or malware (malicious software such as phishing or spyware)
- Check your computer hardware to make sure it's working efficiently
- Remove old programmes that you no longer use
- Implement default settings, ensure your data is protected and set up parental controls if required
- Recommend additional software, hardware, online data backup or any ongoing technical support services that will help ensure your computer keeps running efficiently



Data cleanse (in-store or at-home service)

£30 in store or £89 at home

Whether you decide to recycle or trade in, this service ensures no data is left behind, so it's great for your peace of mind. Our experts will:

- Remove all data, personal details and operating system (including all bank details and passwords if they have been saved)
- Overwrite old data using government-certified erasure software, so it cannot be retrieved

Need help in an emergency?

No matter how well you look after your computer, many outside influences can affect it, and all kinds of things can go wrong. If the worst should happen to your computer we can often help you save your data and get your computer working properly again.



Data backup (in-store service) £20

In the unlikely event your computer needs repair it is possible some of your valuable data could be lost. For peace of mind our experts will (where possible):

- Back up all of your system and data files to an external hard drive (sold separately)



System check and fix (in-store service) £40

A full diagnosis check of your computers settings to establish where any operating issues lie.

Our experts will:

- Attempt to isolate and resolve any operating and setting issues to get your computer back to full working order
- If unsuccessful we will not charge for this service and recommend other options

Terms and Conditions

How to order

Please visit or call your nearest shop to make a booking. All prices are correct at time of going to print.

Our details:

For Customer services, please contact your local shop.

Our registered office is:

John Lewis PLC, 171 Victoria Street, London SW1E 5NN.

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