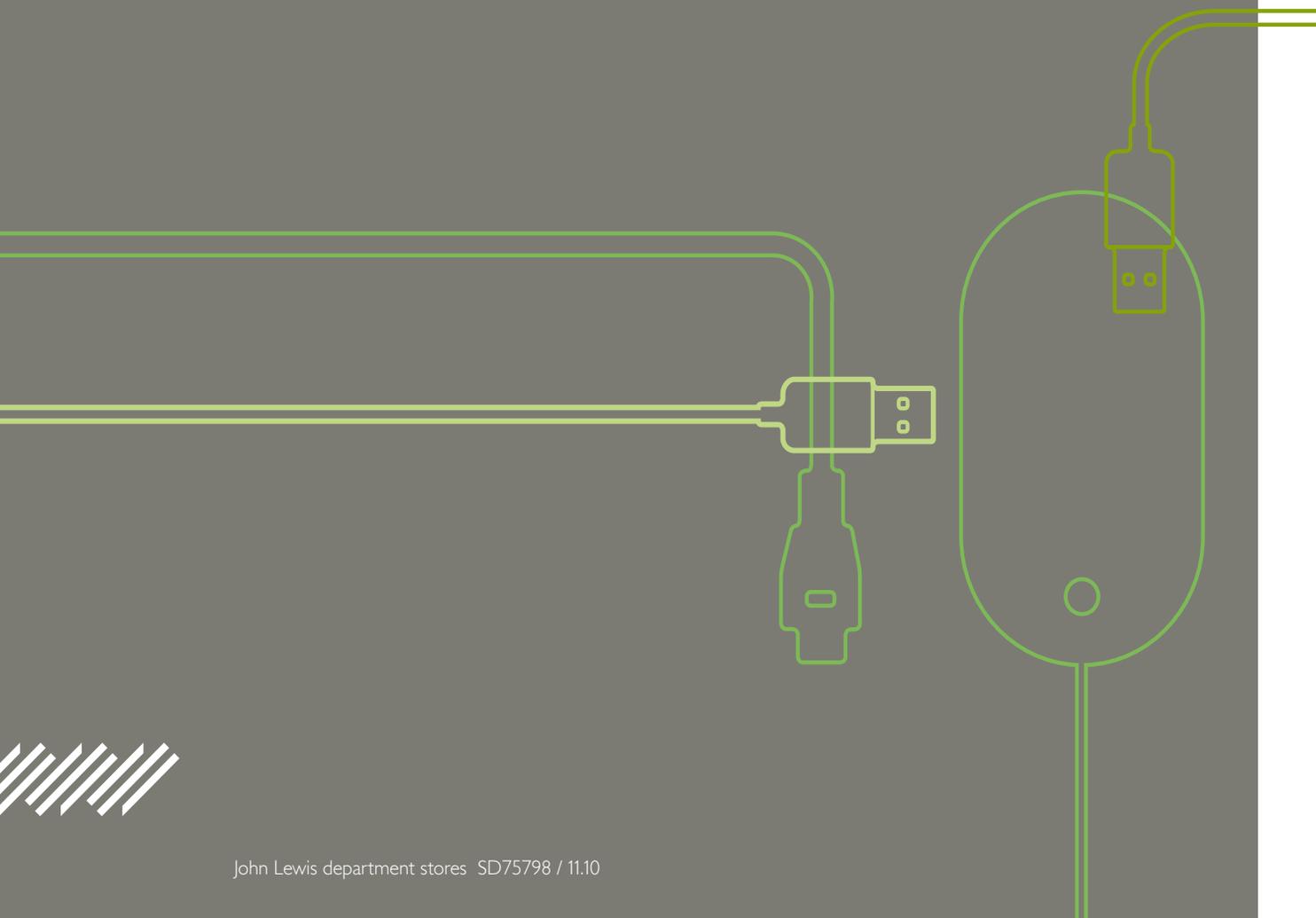


If you need this literature in an alternative format,
please ask us.

You can find this information and lots more online
at johnlewis.com

Technology services

Specialist support for your computer and TV



Professional expertise with a technology consultant just for you

For all the advantages that technology offers, setting up and installing a new computer or TV can be a time-consuming process and sometimes a bit of a headache, even for those with technical know-how.

So, if you simply don't have the time or inclination to set it all up, one of our technology consultants can help.

We've an extensive menu of home support services to get you up and running with the minimum of fuss. Why not ask for more details today or book an appointment when you make your purchase?

Also, whenever you buy a computer from John Lewis you automatically get free 90-day software support plus a free 2-year guarantee, while our televisions all come with a free 5-year guarantee. Now in addition, we also offer a range of essential services to help you get set up and running quickly and easily.

Step 1

Decide what service you need – if you need any help, please ask.

Step 2

Ask us in the shop or contact your local branch to book the services.

Step 3

Our technology consultant will come to your home and help you with whatever service you've booked.

We'll set up your computer at home

Whether you are buying your first computer and need help setting it all up or you're simply adding another computer to your home network, why not arrange for one of our technology consultants to install and set it up for you?

Installing your computer

We will unpack and set up your computer, check that your mouse, keyboard and any supplied software are all working, set up your email account and connect up any additional devices (e.g. printer, camera, scanner, camcorder).

Up to three devices **£59**

Installing your computer and adding family 'safe surf'

We will install and set up your computer, connect up your devices and add our 'safe surf' option, giving you the parental control options you need to protect your children while on the internet.

Up to three devices **£85**

Installing your computer and transferring documents, music files and photos

We will install and set up your computer, connect up your devices and transfer all your personal data up to 10GB from your old computer to your new one.

Up to three devices **£89**

Installing your computer, adding family 'safe surf' and transferring documents, music files and photos

We will install and set up your computer, connect up your devices, set up parental control options and transfer all your personal data up to 10GB from your old computer to your new one.

Up to three devices **£116.50**

NB. Our set-up service does not include installation of software for your devices unless it came with them. Set-up of any additional devices will be charged at **£17.50** each.

We'll help get you online

Setting up a wireless router can be tricky and time-consuming. Our technology consultants will help you get up and running online as well as set up family protection and transfer all your data.

Wireless internet set up

We will unpack the wireless router and connect it to your existing internet connection and up to three wireless-ready computers. We will also set up wireless security and give you a simple demonstration of how it all works.

Wireless internet set up **£64**

With family safe surf **£91.50**

Installing your computer with wireless internet set up

We will unpack, set up and install your computer, and connect it to your devices. We will also set up your wireless internet connection and demonstrate how it all works. Includes 'safe surf'.

Up to three devices **£95**

Installing your computer with wireless internet connection and transferring programmes, files and photos

We will set up and install your computer, connect it to your devices, set up your wireless internet connection (with full wireless security), transfer your programmes, files and photos from your old computer to your new one and demonstrate how it all works. Includes data transfer and 'safe surf'.

Up to three devices **£123**

NB. Our wireless set up service does not include anti-virus update subscriptions. For this service you'll need a wireless router.

Full computer health checks and data removal at home

If your computer is running slowly or generally misbehaving our technology consultant will offer a diagnosis and suggest a cure. We can also come and remove all your personal data so you can dispose of, resell or recycle your computer with peace of mind.

Giving your computer a thorough healthcheck

We will come to your home and give your computer a thorough check up, running diagnostic software, installing security patches and software updates before sweeping for viruses and reloading operating software if necessary. We follow that up with some sound advice on how to improve your computer's performance in the future.

£59

Removing your personal data – ready for disposal

We will come to your home to permanently remove all the personal data from your computer so that it's safe for disposal. Please help us to minimise the effect we all have on the environment by recycling your waste electrical and electronic products.

£89

Removing your personal data – reset to new

We will come to your home to permanently remove all the personal data on your computer and return it to factory settings so that it can be safely sold or recycled. We can only offer this service if you have the original operating system disks.

£99

Setting up and wall mounting your TV

Gone are the days when you just switched on and watched. TVs today have to be connected so you can watch your choice of channels. If you need help our technology consultants can come to you to install and, if desired, wall mount your TV and home cinema system.

Setting up your new TV

We will supply, unpack, assemble any accessories such as a stand, connect your TV to the aerial, turn on and tune into all available channels and connect you to up to three existing devices (e.g. DVD, video or satellite box).

Small screen (up to 26") **£47**

Large screen (over 26") **£60**

Setting up your home cinema system

We will supply, unpack and connect your amplifier and speakers, as well as setting the right sound levels for you.

£55

Setting up your new TV and home cinema system

We will supply and assemble any accessories such as a stand, set up and tune your TV and connect it to three existing devices (e.g. DVD, video, digibox). Once that's done we'll connect all the components in your home cinema system (amps, speakers, etc.) and set the right sound levels for you.

Small screen (up to 26") **£77**

Large screen (over 26") **£90**

Wall mounting your TV

We'll call you first to double-check that your wall and location is suitable before our consultant arrives to supply, unpack and fit brackets (sold separately), mount your TV, set it up and run all cables neatly along your wall.

Small screen (up to 26") **£99**

Large screen (over 26") **£149**

Wall mounting your TV and setting up your home cinema system

We'll call you first to double-check that your wall and location is suitable before our consultant arrives. If so, we will supply, unpack and fit brackets (sold separately), mount your TV and run all cables neatly along your walls. Once that's done we'll set up your television, connect all the components in your home cinema system (amps, speakers, etc.) and ensure the sound levels are right for you.

Small screen (up to 26") **£129**

Large screen (over 26") **£179**

Enhanced TV wall mount

This is a more specialist job and involves mounting your TV and concealing the cables in a wall cavity or solid wall channel. We'll call you first to double-check that your wall and location is suitable for this work before our consultant arrives to supply, unpack and fit your brackets (sold separately), mount your TV, set it up and conceal all interconnecting cables.

Price depends on TV size and starts from **£179**

NB. Our TV installation service does not include;

- Provision of brackets, stands, freeview box, DVD/VCR, cables, adaptors or extension leads
- Installation of Sky or cable system
- Wall-mounting of amps or speakers or setting up of speaker stands
- Laying of cabling under carpets or flooring
- Disposal of old equipment or packaging.

Setting up your freesat connection

These days there's a huge variety of satellite and digital packages available with various dishes, boxes and cables. If you choose the high definition free satellite service, freesat, our technology consultants can make short work of installing and setting it up for you.

Setting up freesat

We will supply and mount your satellite dish, providing the necessary standard brackets and up to 10m of cable. Then we'll connect it to your freesat device

In one room **£78**

In two rooms **£115**

Setting up your freesat PVR (Personal Video Recorder)

We will supply and mount your satellite dish, providing all necessary cables to allow you to watch and record different channels at the same time.

In one room **£99**

In two rooms **£179**

Setting up your digital TV aerial

We will supply, deliver, unpack and install your digital TV aerial, mount and fix it to the wall or chimney using standard brackets and, with up to 15m of cabling, connect it to your new or existing digital TV.

£189

NB. Our freesat installation service does not include:

- Installation of more than one mesh type dish over 80cms
- Connection or feed into more than two rooms
- Installation at above 10m
- Provision of specialised access equipment such as a crane, or non-standard mounting equipment such as extra large wall brackets
- Cable over 15ms in length and/or specialist trunking
- Permits for road closures for installation
- If you require any additional services these may cost extra and mean additional visits – please discuss with your consultant.

Additional charges may also apply for roof mounting, ballast and extra cable. This service requires a freesat-compatible TV or set-top box.

Terms and conditions

Services cannot be booked online – please visit or call your nearest branch to make a booking.

Cancellations

Customers may cancel any order within eight working days of booking provided we have not (with your agreement) started to perform the service already. If you do need to cancel please contact the branch in which you made your order to discuss your refund. Our usual refund policy does not apply unless the services provided are faulty. This does not affect your statutory rights.

How to pay

Payment for services is usually taken at the same time as your product is purchased. If you order the service after purchasing your goods, you'll need to pay by phone or in the shop. We cannot take payment from you at your home. If paying by credit card you must be over 18 years of age.

Appointment times

Appointments are usually made Monday – Saturday, 8am – 6pm, subject to availability. In certain circumstances (such as bad traffic or weather) there may be an inevitable delay. If we are experiencing difficulties in getting to you within these hours we will contact you, either the day before or morning of your booking, and give you an approximate time of arrival.

Ensure there are enough power points near your TV or computer before you book our consultant to come out.

If you're getting your computer set up check there's a telephone point within easy reach, too.

Any necessary electrical work involving mains wiring, socket fitting, etc., needs to be carried out prior to installation or set up of your computer or TV, so do make sure this is completed before you book.

Our consultants will not be prepared to connect your equipment up to electrical points they feel are unsafe. We reserve the right to refuse to provide the services to any individual or company.

All prices are correct at time of going to print.

This Technology Services leaflet is valid until the next Technology Services leaflet.

Our details

For Customer Services, please contact your local branch.

Our registered office is: John Lewis PLC,
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