

## Price Guide:

Same Day (Mon- Fri)	Next Day (Mon- Fri)	3-5 Working Day (Mon- Fri)	Saturday	Sunday	Bank Hol (Excluding Christmas)
9-6	9-6	9-6	9-5	10-4	10-4
£99.99	£59.99	£59.99	£59.99	£99.99	£99.99

\*For Novatech PC or Laptop only

\*Same day installations are only available Monday-Friday and must be booked before 11am and next day installation by 4pm on the previous day. Installations are subject to stock availability.

\*\* Calls cost 10p per minute from a BT landline

# Home PC or Laptop Set Up



[www.novatech.co.uk](http://www.novatech.co.uk)

0871 222 1221



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Worry free Computing.



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## Our Service Promise

We will arrange an appointment that is suitable for you, for one of our fully qualified installation engineers to come and set up your new Novatech PC or Laptop, so that we can start you on your journey to worry free computing

### What our engineer will do:

- Make a 24 hour pre call to remind you of the appointment the following day.
- Call pre 9am on the morning of the appointment to agree a 2 hour time slot, and again 10 minutes before they arrive.
- Come to your home at the time agreed, unpack the boxes and check contents
- Put the case of the computer in the place chosen by you and connect leads to any peripherals from the base which will include, screen, printer, speakers, webcam, scanner, mice, keyboard.
- Turn on your PC - enter your valid Windows licence number
- Install existing peripherals (We will not download drivers from the Internet)
- If the peripheral has been bought from us at the time of purchase for the pc/laptop, the engineer will also set up the drivers if required
- Set up a user account and password for you if you wish
- Install virus protection if purchased with computer
- Create recovery media DVD
- Give you the customer a brief tutorial on how to turn on and off your computer safely, how to search a document, the use of the quick launch icons
- Show you the customer the pc/laptop in full working order and the peripherals (if able to - see drivers above)
- Connect computer to existing router and set up existing Internet and e-mail account (If required)
- Install Windows updates (Internet connection required)

### What's not included

- Download old drivers from Internet to make existing peripherals work
- Transfer data from old computer
- Install any software not bought with the computer
- Downloading or installing an OS other than the one bought at the time of purchase

### What do we need from you?

- We ask that you provide a power point for the engineer to plug your purchase into (this can be done by an extension lead if required)
- That you clear a space for where you would like the computer base to go and the leads to fit to your screen
- You keep the packaging after the installation, as this will be needed in the event of a return
- There must be someone over 18 years old present during the installation

### Installation Day:

- If the engineer is delayed they will call you to explain and give you the opportunity to reschedule or provide a new ETA.
- If you are out when the installer arrives they will leave a card on how to reschedule, but if you are out the second time, Novatech reserve the right to cancel the service without refund.
- You will need to sign a form at the end of the installation to say you are satisfied with the work undertaken.

### Contact Info & Cancellation Policy:

- Call us on 0871 222 1221\*\* between 9am & 5pm should you have any further questions or wish to cancel or amend
- You must provide at least 24 hours notice if you wish to change or cancel your installation, to avoid a cancellation fee. Cancellation fee is 50% of the installation cost.

For full T's & C's see in store or [www.novatech.co.uk/consumerservices](http://www.novatech.co.uk/consumerservices)