

## 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
£79.99	£49.99	£49.99	£49.99	£79.99	£79.99

\* Surround sound system must be purchased from Novatech

\*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 Surround Sound Set Up

from  
£49.99



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

0871 222 1221



[novatech.co.uk/facebook](https://www.facebook.com/novatech.co.uk)



[novatech.co.uk/twitter](https://www.twitter.com/novatech.co.uk)



[novatech.co.uk/forum](https://www.novatech.co.uk/forum)



Worry free Computing.



Worry free Computing.

## Our Service Promise

We will arrange an appointment that is suitable for you, for one of our fully qualified installation engineers to come out to your home and set up your home Surround Sound System

### 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.
- Arrive at your home at the agreed time, unpack the goods you purchased & check the contents.
- Discuss where you would like to have the speakers located, engineer will advise on the ideal location where the best sound benefits can be achieved.
- Agree location and set up surround sound system.
- Test equipment to check that it is working with attached equipment this may include TV, set-top box, sky/virgin box, DVD player, game consoles etc...
- Demonstrate to customer when setup is complete with sample music CD and DVD to show sound effect.

### What's not included

- Hiding the cables as engineer is unable to move or cut carpets.
- Additional cables or extension leads must be purchased before installation.
- Moving power sockets and pre-installed cabling
- Moving existing equipment, fixtures, fittings & furniture. The customer is required to do so.

### What do we need from you?

- Provide a power point for the engineer to plug your surround sound into (this can be via extension lead)
- The surround sound system\*
- That you ensure that the area is kept clear & ready for the installation
- 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

### Booking an installation

- This will be arranged instore by one of our advisors who will take all of your details and provide you with printed confirmation of your appointment.

### 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 Engineer arrives they will leave a card to re-schedule, but if you are out the second time Novatech reserve the right to cancel the service without a 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 24hours notice if you wish to change or cancel your installation, to avoid a cancellation fee. (50% of the cost)

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