

## 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

\* Network device 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

# Network Device Installation

from  
**£59.99**



[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 connect your new network device to your computer, 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.
- Arrive at your home at the agreed time and check that your computer is compatible with your new network device.
- Discuss where you would like the device (this may be restricted dependant on the cables you have purchased)
- Connect your device to your computer and configure this to a maximum of 2 devices. Additional devices can be connected at a charge of £14.69 for each device.
- Test device to check it's working and there are no conflicts & give brief product demo to the customer e.g. how to access and transfer data, or how to print (will vary with device purchased)
- Assist customer with online registration
- Set up online access if required for customer

### What's not included

**(Some may be available as an additional service)**

- Product Training
- Additional cables and extensions (these must be purchased before hand if required)
- Connecting device to additional computers (cost per device £14.69)

### What do we need from you?

- Working Internet connection.
- To have the network device and cables ready for our engineer\*
- Provide a power point for the engineer to plug your peripheral into if it has its own power source i.e. a print server
- That the area in which you require your device installed is clean and tidy, ready for set up.
- 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.
- 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)