

## 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
£59.99	£34.99	£34.99	£34.99	£59.99	£59.99

\*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

# Microsoft Office Installation

(Home & Student Only)\*

Home  
installation  
from  
**£34.99**

in-store  
installation  
**£19.99**



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

0871 222 1221



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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 install Microsoft Office, so that we 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.
- Check that the office software purchased is compatible with your computer system.
- Install software
- Activate software & register valid licence key to customer
- Set up shortcut to applications on desktop
- Explain to customer how to launch software

### What's not included

- Software – Microsoft Office Home & Student must be purchased from Novatech beforehand
- Training on how to use the software applications

### What do we need from you?

- A computer or laptop with working CD drive
- The software installation CD and valid licence key (purchased from Novatech)

## 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 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 installation cost.



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