

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	£37.99	£37.99	£37.99	£59.99	£59.99

* Peripheral 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

Peripheral Installation

from
£37.99



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 connect your new peripheral 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 within the agreed time slot and check that your computer is compatible with your peripheral device.
- Connect your peripheral to your computer and install / download any drivers that are required.
- Set up personal custom settings for the customer (if required)
- Register peripheral product online if necessary
- Test peripheral to check it's working
- Give brief product demo to the 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)
- Moving Power sockets and pre-installed cabling
- The installation of more than one peripheral device (£14.69 per additional device)

What do we need from you?

- To have the peripheral ready for our engineer*
- Provide a power point for the engineer to plug your peripheral into if it needs its own power source. e.g. a printer
- Check that the area for your peripheral is clear & ready for installation, & is close enough to the PC
- 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