

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

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

*Router must be purchased from Novatech. Check with Sales advisor if RJ45 cable is supplied with router

*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

Wireless Network Setup

from
£34.99



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 set up your wireless network, so we can start you on your journey of 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, unpack the router & check the contents.
- Set up & configure the wireless router with your Internet Service Provider (ISP)
- Secure the wireless network (you will be required to set up a secure password), so that it is safe to use and no one can access your network.
- Set up the wireless connection on 2 PC's or Laptops (There will be an additional charge of £14.69 for each additional machine)
- Configure homepage
- Fully test network to ensure that it is working
- Explain to customer how to launch the Internet

What's not included

- Internet service connection – You will need to check you have a working internet connection before Novatech can set up your wireless network. Popular service providers include Virgin Media, BT etc...
- Router & Rj45 Network Cable*
- Wireless Card /or Wireless USB Dongle – if your PC / Laptop does not have wireless functionality then you will need to purchase a wireless card or dongle beforehand.

- Moving power sockets and pre-installed cabling.
- Moving existing fixtures, fittings & furniture.

What do we need from you?

- Working internet connection.
- Provide a power point for the engineer to plug your router into.
- If your Internet is run through a cable modem you will need to ensure this is near to the location that the router is going to be set up.
- Ensure that a space is kept clear & ready for the router.
- 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 a Wireless Network Setup:

- This will be arranged in store by one of our advisors who will take all of your details and provide you with printed confirmation of your appointment (You will take the router and any other equipment purchased home with you).

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.