

OPTIMUM INSTALLATION [PLUG AND PLAY]

In order to ensure a successful and hassle free installation please;

- **Check route from delivery vehicle to chosen location to ensure safe passageway**
- **Check there is enough space for appliances in terms of depth, width and height.**
- **Check Electrical sockets are within 1 metre of installation location**
- **Check you have all necessary leads and cables (DVD's do not generally come with scart leads)**
- **Flat screen TV's are not near heat sources such as radiators or fireplaces**

Service provided

Optimum's plug and play services provide installation for TV's, DVD's, VCR's, full surround systems [speakers within 1 metre from the TV] along with basic assembly of the TV stand where required for equipment within the same order.

Optimum will arrange a suitable delivery time with the customer, confirming with the customer that the TV and where required any supporting equipment (DVD's, VCR's surround sound systems) is compatible with their order.

Upon entering the customers property, laying down blankets and wearing plastic overshoes, the goods are unloaded onto the protective covers within the customers room of choice, taking care not to damage the customers property.

The customer must clear the area within 1 metre of where the goods are to be placed, within reach of a suitable electrical and 'aerial' connection, to enable the installation to be completed.

Optimum crew will unpack TV and place on stand or existing stand, if existing stand is deemed unsuitable or the crew deem that the TV is not safely in position then the TV will be placed on the floor.

Optimum's crew will unpack DVD/VCR/Surround sound within the total order and place either on the stand or on the floor. All accessories will be plugged in, the TV is switched on and tuned into the appropriate channels via the hand held control within the guidelines of the manufacturers instructions.

Customers will be asked to check that the TV and appliances are in working order, with no damage and sign to agree that they are happy with the service provided, along with signing to agree that there has been no damage to their property

Optimum will remove all packaging unless otherwise instructed by the customer and remove the old TV to a desired location within the customers property, i.e. garage or another room. If requested by Electrical Discount then the Optimum crew will take away old TV for disposal via registered contractor.

Optimum will not be held responsible for any malfunction of the TV and appliances once the customer has signed to agree that the installation was successful and the products are in working order.

Optimum will not be held responsible for any damage to the customers property once the drivers have left the premises and the customer has signed and retained a copy of the delivery note.

Notes

Optimum will only provide this service if requested by Electrical Discount, Crews will not provide these services to customer on request only, at point of delivery.

At time of delivery, should the customer request that the TV does not require installation, the customer will be asked to sign and enter comments on the delivery notes to confirm. The driver will also confirm with the Optimum office at time of delivery and the file will be annotated accordingly.

Should the TV or appliances be defective when switching on or tuning then the Optimum crew will ring the office for advice and instructions. Similarly should there be any missing items or fault components, along with any other site issues.

If subsequently refused by the customer, the product will be placed in the original packaging and returned. The customer will enter relevant comments on the documentation provided.

This service is not on offer to the following postcodes:-

IM (Isle of Man) BT (Northern Ireland) GY JY (Channel Islands) Scotland unless in agreement with SK Express.

Optimum crews will not make comment to the quality of the product or the quality of the signal, nor will they undertake to provide the customer with any training with respect to how to use the TV and connecting appliances.

Optimum, reserve the right to refuse entry into the customers property, if, in extreme circumstances, it is considered to be a health and safety issue. In such circumstances the Optimum crew will ring the office to explain and gain permission from an Optimum manager, and will use discretion with the customer with respect to a suitable explanation.

Optimum will list all installations separately within the existing invoice to ensure identification of service provided.

Optimum are fully insured for damage to customers property and public liability insurance when entering customers property. Any claims for damage to customers property will be investigated and agreed with Optimum, any subsequent repairs or re-reimbursement will be handled by Optimum.

Restrictions

Optimum will not move speakers into position if further than 1 metre from connected appliance.

Optimum will not effect any of the customers property, including the lifting of carpets, movement of customers household items, drilling, any other electrical work outside of the delivered appliances.

Under no circumstance will Optimum alterations to the customers property, i.e. drilling of holes or removing doors or changing door positions to gain access.

Optimum will not de-install existing appliances prior to installation or move any appliances prior to installation.

Optimum will not install equipment whereby electrical connections or the location are considered unsuitable for safe installation.