



AT HOME

Setting up PC or TV extras

A red circular badge containing the price "£34" in white, bold, sans-serif font.

£34



Helping you get more from your technology



AT HOME

Setting up PC or TV extras

Installing set-top boxes like Freeview and DVD players/recorders for your TV, or peripherals such as scanners and printers for your PC.

What your engineer will do:

- Deliver whatever you bought in store, if that's what we agreed, and check it with you.
- If it's a set-top box, connect it to your existing aerial socket and TV as required using the cables that came supplied and tune it, if appropriate, to pick up the digital channels.
- If it's a PC peripheral, connect it to your PC using the cables and drivers that came supplied.
- Test to make sure it all works and demonstrate the basics to you.

What's not included:

- Any extension leads or extra cables. However, your engineer does carry some common cables, which you can buy if you need them.
- Set up of media streaming devices like Media Centre Extenders. If you're interested in getting support for these, please just ask for details.
- Moving any sockets, whether that's power or phone sockets, or changing any cabling that was put in by someone else like Sky or BT.
- Checking to see whether you can receive digital TV and whether your aerial is suitable. The easiest way to do this is to visit:

www.freeview.co.uk/home
and enter your postcode.

How it works

If you go for one of our home support services, here's how it works:

Booking a slot

Once we've taken your name, address and details, we'll book a time slot that's good for you. If booked in store, we'll then give you a receipt to confirm your appointment – it will also include details of anything you've ordered for the engineer to bring along on the day.

We'll also give you a leaflet with all our terms and conditions – so you know where you stand on everything from cancellation to refund policies.

On the day

If, for any reason, your engineer is late getting to you (e.g. stuck in traffic or an over-running job), we'll call to let you know. You'll then have the option of re-booking if the later time isn't convenient.

Once the engineer is finished, you'll be asked to sign to say the work has been completed to your satisfaction.

At some point, we may also give you a call to find out what you thought of the service – but of course you don't have to leave any feedback if you don't want to.

Getting in touch

If you've got any questions – or need to change or cancel your appointment – just give us a call on **0845 87 87 800** (8am-7pm Monday to Friday, 9am-5pm Saturday, 10am-4pm Sunday).

Please remember to give us at least 24 hours' notice if you need to cancel or change your appointment to make sure you're not charged a cancellation fee.

For full terms and conditions, see in store or visit us at **www.tescotechsupport.com**

To book or find out more simply visit us in store, call **0845 87 87 800** or visit us online at **www.tescotechsupport.com**

Calls cost up to 4p per minute from a BT landline. Other providers vary.

