



AT HOME

Surround sound installation



from
£39

Helping you get more from your technology



AT HOME

Surround sound installation

Surround sound installation £39
(for adding surround sound to your existing TV)
Home cinema installation £76
(installing a new TV and surround sound)

What your engineer will do:

- Come to your home with the TV and surround sound system, if that's what we agreed.
- Unpack the boxes, check the items and put everything where you'd like them to go, including assembling the TV onto its stand.
- Connect to a nearby power socket and to your existing aerial point, and find a way to run the speaker wires that's both practical and as out-of-sight as possible.
- Hook up your new system to any equipment you already have – that could be your DVD player, set-top box or satellite system, using the cables that came supplied or cables you already have.
- Tune to pick up terrestrial and/or digital TV.
- Give you a basic demonstration of how your new system and remote controls work.

What's not included:

- Mounting your TV or speakers on the wall.
- Assembling separate stands – although we can do this for an extra £15.
- Attaching any bracing straps or supports to your walls or furniture.
- 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.
- Hiding cables in the wall or under your carpets.
- Any cutting or drilling.
- Any extra cables or extension leads – although your engineer does carry some common cables which you can buy if you need them.
- 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.

