

Full Terms & Conditions for Installation Services purchased from Currys and fulfilled by our partner OrderWork

These T&Cs apply to installation services which have been purchased by You (“you”, “your”) through Currys Group Limited (“Currys”, “we”, “us” or “our”) for fulfilment by our partner OrderWork (“OrderWork”, “they”, “their”). Currys Group Limited registered in England & Wales No.504877. Registered office: Currys Newark Campus, Long Hollow Way, Newark NG24 2NH. Currys privacy policy can be viewed at www.currys.co.uk/privacy.

For information about installation services fulfilled by Currys, please visit <https://www.currys.co.uk/services/delivery-installation/home-installation.html> to view the full Installation Terms & Conditions.

Your installation service

Installation services are provided on behalf of Currys by OrderWork Ltd (Registered No: 05662167), of Montpelier Chambers, 61-63 High Street South, Dunstable, Bedfordshire LU6 3SF, who is a third-party service provider.

Please check the information provided to you by email by OrderWork to confirm what is included in your installation.

An adult aged 18 or over must be present for your installation to go ahead.

The product delivery will be fulfilled by Currys or an approved third-party supplier, OrderWork will not be bringing the product on the day. For product delivery related questions, please contact Currys on 0344 561 0000.

If your product has not arrived on time, please contact OrderWork who will help rescheduled the installation date to the next convenient time.

On the day of the installation, to enable your installation to be successfully completed you will need to:

- Provide sufficient access to enable OrderWork’s engineers to manoeuvre safely;
- Make sure that any children and pets are in a safe place and not in the area the OrderWork engineers are working in;
- Ensure that the installation area is clear of any obstructions;
- Make all parts, fittings, devices, cables and/or accessories required for the installation readily available;
- If required for the installation, be able to provide the WiFi network name and password details;
- Have all of the products to be installed with you before the engineer arrives.

If additional parts, fittings, devices, cables and/or accessories are required (for example, those you have provided to be used for the installation services are incompatible or

incomplete), or there are additional costs to perform the installation services that are identified by OrderWork on-site as a result of certain installation conditions and circumstances (for example, power is not located within the required proximity) OrderWork will provide an on-site quote before the installation commences. If you agree with the quote, you will be asked you to pay an additional fee and OrderWork will take payment securely over the phone prior to your installation taking place. No cash transactions are allowed onsite. If you choose not to proceed with the on-site quote your installation will not be able to proceed, please contact Currys on 0344 561 0000 for a refund of your original installation payment.

Failure to make the property where the installation services are being performed available or give sufficient access to provide the installation services can result in OrderWork being unable to complete the installation services.

In the unlikely event that OrderWork are unable to complete your installation service for any reason, please contact Currys on 0344 561 0000 for a refund of your original installation payment.

Cancellation of your installation service by you

To cancel your installation service you should contact OrderWork on 0203 053 0350 or email info@OrderWork.co.uk who will cancel your booking. You will receive a refund of your original installation payment from Currys Customer Services.

Cancellation of your installation by us

If OrderWork are prevented from fulfilling the installation services on the installation date by an event outside their control (for example, due to traffic levels or adverse weather conditions), OrderWork will contact you as soon as possible to let you know and they will do what they can to reschedule your installation date at a time that suits you. If you no longer wish to proceed with your installation service on the rescheduled date, please contact OrderWork on 0203 053 0350 or email info@OrderWork.co.uk to cancel your booking. You will receive a refund of your original installation payment from Currys Customer Services.

Important Information

- Should a change of installation date be required, at least 24hrs notice is required, OrderWork cannot however guarantee a next day installation. Dates for availability will be provided. As a highly valued customer, OrderWork will try our best to accommodate your request, but this may not always be possible.
- Removal and disposal of packaging is not included in the installation services.
- Any painting and finishing required is to be completed by the customer and not included in the scope of the installation services.
- When fixing an item to your house wall, pre-existing problems with a wall are sometimes encountered. For example;

1. When drilling through a wall, pre-existing cracks in brickwork can cause a brick to crack further, or “brick to blow” at the entry or exit point. Similar can happen when fixing to brick.
 2. When putting fixings on a plastered wall, where the plaster is already poorly bonded to the wall (“blown plaster”) cracking can occur around the fixing.
 3. When embedding cables into a plastered wall, where the plaster is already poorly bonded to the wall (“blown plaster”), the plaster surrounding the channel may be further loosened or crack.
 4. Where OrderWork are aware of pre-existing problems before starting the work, OrderWork will ask for a disclaimer to acknowledging the problem to be signed by you.
- Regardless of any disclaimer signed, neither Currys or OrderWork are responsible for issues caused by pre-existing conditions.
 - If you are a tenant you should get permission from your landlord for the installation to be completed.

Complaints

Our goal is to give excellent service to all our customers but we recognise that things do go wrong occasionally. If you are not satisfied with fulfilment of your installation service, please email OrderWork at info@OrderWork.co.uk. For any other complaint about an installation, please contact Currys on 0344 561 0000.

Your statutory rights

We honour our legal duty to provide you with services that are as described to you on our website and that meet all the requirements imposed by law.

Your legal rights are summarised below. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.citizensadvice.org.uk.

Summary of your key legal rights

If you have ordered services, such as these installation services in relation to a product, the Consumer Rights Act 2015 says:

- You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.
- If a price hasn't been agreed upfront, what you're asked to pay must be reasonable.
- If a time hasn't been agreed upfront, it must be carried out within a reasonable time.

Please see www.currys.co.uk/terms-conditions.html, Section 22 for your options for resolving disputes with us.