

## Overview

This Installation Policy applies to installation services offered alongside purchases from GB Domestic Appliances Ltd.

Installation services are optional and subject to availability.

## Service Availability

Installation is available on selected products and locations.

Availability will be confirmed at the time of purchase.

## Preparation Requirements

Before installation, you must ensure:

- The installation area is clear and accessible
- All required connections (water, electricity, gas where applicable) are present and compliant
- Existing appliances are disconnected (unless disconnection service is purchased)

Failure to meet these requirements may result in installation being refused.

## Installation Scope

Our standard installation service typically includes:

- Positioning the appliance
- Connecting to existing suitable services
- Basic functional testing

Installation does not include:

- Structural modifications
- Electrical or plumbing upgrades
- Alterations to cabinetry or surfaces

## Disconnection and Removal

Where purchased, we may:

- Disconnect your old appliance
- Remove and recycle it in accordance with WEEE regulations

Appliances must be:

- Empty
- Clean
- Safe to handle

We reserve the right to refuse removal if these conditions are not met.

## Gas and Electrical Appliances

For safety reasons:

- Gas appliance installation must comply with Gas Safe regulations
- Certain installations may require a qualified specialist

If installation cannot be completed safely, it will not proceed.

## Failed Installations

Installation may be refused if:

- Access is unsafe or inadequate
- Connections are unsuitable or non-compliant
- The environment poses a health or safety risk

In such cases:

- Installation fees may not be refunded
- A rebooking fee may apply

## Liability

We are responsible for installation services carried out with reasonable care and skill.

We are not liable for:

- Pre-existing faults or unsuitable connections
- Damage caused by failure to meet installation requirements
- Indirect or consequential losses

## Post-Installation Responsibility

Once installation is complete:

- You are responsible for the ongoing use and maintenance of the appliance
- You should follow the manufacturer's instructions

## Cancellations and Changes

If you need to amend or cancel installation:

- Please contact us as soon as possible
- Changes may not be possible within a short timeframe before delivery

## Contact

For installation queries or support, please contact our customer service team with your purchase details.

*YB Domestic Appliances*