

# TV & SOUND INSTALLATION



Full details at  
[thegoodguys.com.au/tv-sound-services](https://thegoodguys.com.au/tv-sound-services)

# THE GOOD GUYS®

## Our Installer Network

Our network of experienced and professional installers go through a rigorous onboarding and compliance process. We support them with on-site spot checks and feedback reviews to ensure we're providing an authentic, genuine and convenient in-home service experience.

## "From" Pricing

Each service is priced based on the skill set and average time required to complete the scope of work. Some jobs may need to be re-quoted and scoped to ensure they can be carried out safely. Our team will always be transparent about any additional costs. For more complex jobs, please contact us to discuss.

## HOW IT WORKS

### 1. Main installation

When selecting The Good Guys installation services, select one MAIN installation service for the product. This covers getting the installer to the site and the first install service.

### 2. Additional installs

For installations of additional products in the same visit, COMBO pricing is applicable.

### 3. Service add-ons

Customise the job with service add-ons like Delivery, Cable Hiding and E-Waste removal or additional time for product tutorials.

Once your booking is made: We'll SMS you with a link to manage your booking where you can add it to your calendar or reschedule if needed. Your installer will provide an updated arrival window by 9am on the day of your installation. You'll get another SMS once the installer is on the way.

**Call us about your booking today**

**1300 521 388**

# THINGS YOU SHOULD KNOW:

## Installer Delivery

Pickup and delivery of goods to be installed

<b>TVs up to 64"</b>	<b>from \$49</b>
<b>TVs 65" – 89"</b>	<b>from \$59</b>
<b>TVs 90" &amp; above</b>	<b>from \$199</b>

### What's included

- ✓ Delivery of goods being installed
- ✓ Travel within 30km of the stock pickup location

**Additional fees:** Additional travel required for installation locations beyond 30km from the stock pickup location. Additional items being delivered and not installed are charged at \$15 per item.

## Installer Extra Travel

### Installer travel beyond 30km

<b>TVs up to 64"</b>
<b>Over 30 - Under 60km from \$30</b>
<b>Over 60 - Under 90km from \$100</b>

<b>TVs 65" – 89"</b>
<b>Over 30 - Under 60km from \$40</b>
<b>Over 60 - Under 90km from \$140</b>

<b>TVs 90" &amp; above</b>
<b>Over 30 - Under 60km from \$100</b>
<b>Over 60 - Under 90km from \$200</b>

### What's included

- ✓ Installer travel beyond 30km from the stock collection location to the installation location

If no stock collection is required, the nearest The Good Guys store will be used as the starting point to calculate extra travel.

**Additional fees:** Contact us at 1300 521 388 to discuss pricing and availability for installation locations beyond 90km.



## TV Wall Mount Install

Get your wall bracket installed and TV mounted

**TVs up to 64" from \$199**

**TVs 65" – 89" from \$299**

**TVs 90" & above from \$499**

OR

## TV Setup & Connect

Install TV stand or feet and setup on a cabinet

**TVs up to 64" from \$99**

**TVs 65" – 89" from \$199**

**TVs 90" & above from \$399**

### What's included and what's not

- ✓ Disconnect and uninstall your old TV
- ✓ Unbox new TV
- ✓ Attach safety strap to TV For TV Setup & Connect only. Strap sold separately.
- ✓ Tune Free to Air channels
- ✓ Setup TV operating system and inbuilt Google TV
- ✓ Connect up to 3 existing streaming services
- ✓ Re-connect up to 5 'plug & play' components (e.g. Blu-ray player or console)
- ✓ Arrange cables neatly with coil or ties
- ✓ Basic tutorial on using your new TV (up to 15 mins)
- ✓ Clean up and disposal of packaging
- ✗ Delivery cost for your product
- ✗ Removing an old appliance from site and e-waste disposal
- ✗ Cable hiding behind the wall or in surface conduit
- ✗ Supply of cables, straps, wall bracket and electrical work
- ✗ Setup of new audio products or streaming service accounts

**Additional fees:** Product delivery. Installation heights above 1.5m may require additional installers and labour to install safely. Additional travel required for installation locations beyond 30km from the nearest The Good Guys store or pickup location. Any additional parts, parking charges or extra labour required that your installer will discuss with you on the day.

# TV INSTALL ADD-ONS

## Cable Hiding

Get the cables behind wall or on wall depending on your room.

**From \$99**

### Behind wall method

Cables are hidden behind the wall in the cavity with brush plates or wall plugs for the entry and exit points supplied. Installer to assess on the day.

### On wall method

Cables are hidden in conduit on the surface of the wall with paintable conduit supplied. For brick or plaster walls with no cavity.

### What's not included

- ✗ Supply of cables
- ✗ Moving of power or antenna points
- ✗ Additional work required for complex cable hiding scenarios

If cables can't be hidden behind your wall, the surface conduit option will be offered. If you would not like this option on the day please notify the installer and we can arrange a refund in-store.

## Streaming Account Setup

**From \$49**

Download and setup up to 3 media streaming apps such as; Netflix, Disney+, Kayo.

**Note:** Internet connection, email address and billing method required. Installer will assist in creating, downloading and configuring up to 3 streaming accounts.

## E-Waste Removal

Removal of an old appliance of similar type and size, and delivery to an e-waste recycling facility.

**From \$49**

**Additional \$99 fee:** For TVs 65" or above or over 25kg that require 2 installers to be on-site to safely lift the TV. Additional \$99 fee not applicable if there are already 2 installers attending the installation.

# AUDIO SETUP

## Soundbar Setup

Soundbar setup on a cabinet

**Main install** from \$99

**Combo** from \$69

OR

## Soundbar & Sub Setup

Soundbar setup on a cabinet and sub setup

**Main install** from \$119

**Combo** from \$89

OR

## Soundbar, Sub & Rear Speakers Setup

Soundbar setup on a cabinet, sub, and rear setup

**Main install** from \$159

**Combo** from \$129

### What's included and what's not

- ✓ Unbox new soundbar and setup on a cabinet
- ✓ Connect to power, TV and Wi-Fi
- ✓ Setup source and input
- ✓ Basic tutorial on how to use your new soundbar (up to 15 mins)
- ✓ Clean up and disposal of packaging
- ✗ Delivery cost for your product
- ✗ Removing an old appliance from site and e-waste disposal
- ✗ Cable hiding behind the wall or in surface conduit
- ✗ Wall mounting, in-wall or ceiling mounting of speakers
- ✗ Supply of cables, brackets and electrical work
- ✗ Setup of a new streaming service account

**Additional fees:** Additional travel required for installation locations beyond 30km from the nearest The Good Guys store or pickup location. Any additional parts, parking charges or extra labour required that your installer will discuss with you on the day.

## Turntable Setup

Connect and configure a turntable record player

**Main install** from \$99

**Combo** from \$69

### What's included and what's not

- ✓ Setup of a turntable vinyl record player
- ✓ Connect to power, speakers and Wi-Fi (if applicable)
- ✓ Perform test play with a customer supplied vinyl record
- ✓ Basic tutorial on using your new turntable (up to 15 mins)
- ✓ Clean up and disposal of packaging
- ✗ Delivery cost for your product

## Soundbar Wall Mount Install

Wall bracket installed and Soundbar mounted

**Main install** from \$129

**Combo** from \$99

OR

## Soundbar Wall Mount Install & Sub Setup

Soundbar wall mounted and Sub setup

**Main install** from \$149

**Combo** from \$119

OR

## Soundbar Wall Mount Install, Sub & Rear Speakers Setup

Soundbar wall mounted, Sub and Rears setup

**Main install** from \$189

**Combo** from \$159

### What's included and what's not

- ✓ Installation of a soundbar bracket to the wall
- ✓ Unbox and mount soundbar to the wall bracket
- ✓ Connect to power, TV and Wi-Fi
- ✓ Setup source and input
- ✓ Basic tutorial on how to use your new soundbar (up to 15 mins)
- ✓ Clean up and disposal of packaging
- ✗ Delivery cost for your product
- ✗ Removing an old appliance from site and e-waste disposal
- ✗ Cable hiding behind the wall or in surface conduit
- ✗ Wall mounting, in-wall or ceiling mounting of speakers
- ✗ Supply of cables, brackets and electrical work
- ✗ Setup of a new streaming service account

## Speaker Wall Mount Only

Mount one speaker to the wall

**Combo** from \$30

### What's included and what's not

- ✓ Installation of a speaker bracket to the wall
- ✓ Unbox and mount speaker to the wall bracket
- ✓ Clean up and disposal of packaging
- ✗ Delivery cost for your product
- ✗ Setup and configure of a new speaker
- ✗ Cable hiding behind the wall or in surface conduit
- ✗ Supply of cables, bracket and electrical work

**Additional fees:** Additional travel required for installation locations beyond 30km from the nearest The Good Guys store or pickup location. Any additional parts, parking charges or extra labour required that your installer will discuss with you on the day.

# PROJECTOR INSTALLS

## Short Throw Projector Setup

Projector setup on a cabinet

**Main install** from \$149

**Combo** from \$119

OR

## Ceiling Mount Install

Install bracket to ceiling and projector mounted

**Main install** from \$249

**Combo** from \$219

What's included and what's not

- ✓ Unbox projector
- ✓ Connect to power and Wi-Fi
- ✓ Focus and align projector image for optimal position
- ✓ Tune Free to Air channels (if applicable)
- ✓ Setup projector operating system
- ✓ Connect up to 3 existing streaming services
- ✓ Re-connect up to 5 'plug & play' components (e.g. Blu-ray player or console)
- ✓ Arrange cables neatly with coil or ties
- ✓ Basic tutorial on using your new projector (up to 15 mins)
- ✓ Clean up and disposal of packaging
- ✗ Delivery cost for your product
- ✗ Removing an old appliance from site and e-waste disposal
- ✗ Installation of a projector screen or motorised bracket
- ✗ Installation of a power point, noggin or in-ceiling cabling
- ✗ Supply of cables, brackets and electrical work

## Projector Screen Install

Projector screen assembly and wall mount

**Main install** from \$229

**Combo** from \$199

What's included and what's not

- ✓ Unbox projector screen
- ✓ Assembly of projector screen
- ✓ Installation of projector screen to the wall or included stand
- ✓ Focus and align projector image for optimal position
- ✓ Clean up and disposal of packaging
- ✗ Delivery cost for your product
- ✗ Installation of in-ceiling or motorised screen
- ✗ Projector ceiling mount or setup
- ✗ Supply of cables, bracket and electrical work

**Additional fees:** Additional travel required for installation locations beyond 30km from the nearest The Good Guys store or pickup location. Any additional parts, parking charges or extra labour required that your installer will discuss with you on the day.

# COMPONENT SETUPS

## Media Player Setup

Connect and configure a media player

**Main install** from \$99

**Combo** from \$69

### What's included and what's not

- ✓ Setup of a media streaming device (e.g. Apple TV, Chromecast, Fetch Box, Fire Stick, Blu-Ray or PVR)
- ✓ Connect to power, TV and internet via Wi-Fi or Ethernet
- ✓ Connect up to 3 existing streaming services
- ✓ Setup voice assistant feature
- ✓ Basic tutorial on using your new media player (up to 15 mins)
- ✓ Clean up and disposal of packaging
- ✗ Delivery cost for your product
- ✗ Setup of a new streaming service account

## Universal Remote Setup

Connect and configure a universal remote

**Main install** from \$99

**Combo** from \$69

### What's included and what's not

- ✓ Setup of a universal remote control
- ✓ Assistance to create user ID and password for setup
- ✓ Connect and program up to 5 devices
- ✓ Basic tutorial on using your new remote (up to 15 mins)
- ✓ Clean up and disposal of packaging
- ✗ Delivery cost for your product

## Game Console Setup

Connect and configure a game console

**Main install** from \$99

**Combo** from \$69

### What's included and what's not

- ✓ Setup of a game console (e.g. PlayStation, Xbox or Switch)
- ✓ Connect to power, TV and internet via Wi-Fi or Ethernet
- ✓ Setup as a new device including operating system account creation or restore from existing backup
- ✓ Connect peripherals (e.g. controllers, remotes and headphones)
- ✓ Basic tutorial on using your new game console (up to 15 mins)
- ✓ Clean up and disposal of packaging
- ✗ Delivery cost for your product
- ✗ Installation of additional storage

**Additional fees:** Additional travel required for installation locations beyond 30km from the nearest The Good Guys store or pickup location. Any additional parts, parking charges or extra labour required that your installer will discuss with you on the day.

# DEMOUNT & PACK UP

## TVs up to 64"

1 installer required

**Main install** from \$99

**Combo** from \$69

## TVs 65" – 89"

2 installers required

**Main install** from \$199

**Combo** from \$169

## TVs 90" & above

3 installers required

**Main install** from \$399

**Combo** from \$369

### What's included and what's not

- ✓ Disconnect appliance from power and cable connections
- ✓ Demount from existing location
- ✓ Uninstall and remove wall brackets and/or stand (if required)
- ✓ Repackage in suitable packaging
- ✓ Clean up of worksite
- ✗ Delivery cost for your product
- ✗ Removing an old appliance from site and e-waste disposal
- ✗ Signing out of operating systems and streaming accounts
- ✗ Returning the product to store

**Additional fees:** Delivery or return of the repackaged product to another location (e.g. moving house or return to store). Delivery cost for your product. Additional travel required for installation locations beyond 30km from the nearest The Good Guys store or pickup location. Any additional parts, parking charges or extra labour required that your installer will discuss with you on the day.

# GENERAL SERVICES & FEES

## On-Site Help & Support

Scope of work to be defined upon request

**Main install** from \$99

**Combo** from \$69

### What's included

- ✓ 1 technician to attend site and assist to resolve general installation, setup and support requirements
- ✓ Provide product assessment, troubleshooting, demonstration and tutorial as required (up to 30 mins)

Note: 2 installer rate available upon request.

## Extra Work

1 hour of additional labour for requests outside the pre-defined scope of work

**From \$99**

Note: 15 or 30 minute rates also available upon request.

## Extra Installer

Additional installer to attend site

**From \$99**

Note: TVs up to 64" are assigned to 1 installer, so if an old TV to be removed is 65" - 89", 1 extra installer will be required.

2 installers are assigned to 65" - 89" TVs, 3 installers are assigned to 90"+ TVs.

## On-Site Quote

1 technician to attend site, discuss custom installation requirements and provide a quote

**From \$99**

Note: Upon quote acceptance and payment a new order will be booked to complete the work at a later date.

## Cancellation Fee

A fee may be applied for cancellations or reschedules within 24 hours of the installation

**From \$59**

Note: Cancellation fee may be applied for cancellations after the installation provider has been dispatched, or the job cannot proceed due to factors outside of the installation provider's control (e.g. customer not home, bracket/cables/wall or situation not suitable to proceed).

INSTALLATION SERVICE	PRICE FROM	PRICE FROM
	MAIN	COMBO
TV Wall Mount Install - Up to 64"	<b>\$199</b>	<b>\$169</b>
TV Wall Mount Install - 65" – 89"	<b>\$299</b>	<b>\$269</b>
TV Wall Mount Install - 90" & Up	<b>\$499</b>	<b>\$469</b>
Cable Hiding	-	<b>\$99</b>
Appliance E-Waste Removal	-	<b>\$49</b>
New Streaming Account Setup	-	<b>\$49</b>
TV Setup & Connect - Up to 64"	<b>\$99</b>	<b>\$69</b>
TV Setup & Connect - 65" – 89"	<b>\$199</b>	<b>\$169</b>
TV Setup & Connect - 90" & Up	<b>\$399</b>	<b>\$369</b>
Soundbar Setup	<b>\$99</b>	<b>\$69</b>
Soundbar & Sub Setup	<b>\$119</b>	<b>\$89</b>
Soundbar, Sub & Rear Speakers Setup	<b>\$159</b>	<b>\$129</b>
Soundbar Wall Mount Install	<b>\$129</b>	<b>\$99</b>
Soundbar Wall Mount Install & Sub Setup	<b>\$149</b>	<b>\$119</b>
Soundbar Wall Mount Install, Sub & Rear Speakers Setup	<b>\$189</b>	<b>\$159</b>
Turntable Setup	<b>\$99</b>	<b>\$69</b>
Speaker Wall Mount Only	-	<b>\$30</b>
Short Throw Projector Setup	<b>\$149</b>	<b>\$119</b>
Projector Ceiling Mount Install	<b>\$249</b>	<b>\$219</b>
Projector Screen Install	<b>\$229</b>	<b>\$199</b>
Media Player Setup	<b>\$99</b>	<b>\$69</b>
Universal Remote Control Setup	<b>\$99</b>	<b>\$69</b>
Game Console Setup	<b>\$99</b>	<b>\$69</b>
Universal TV Stand Assembly	-	<b>\$15</b>
Demount & Pack - 1 Installer	<b>\$99</b>	<b>\$69</b>
Demount & Pack - 2 Installers	<b>\$199</b>	<b>\$169</b>
Demount & Pack - 90" & Up	<b>\$399</b>	<b>\$369</b>
On-Site Help & Support - 1 Installer	<b>\$99</b>	<b>\$69</b>
On-Site Help & Support - 2 Installers	<b>\$199</b>	<b>\$169</b>
On-Site Quote	<b>\$99</b>	-

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