



## Amazon Home Services Launches in the UK, Helping Customers Get the Most out of their Product Purchases

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*Customers can now buy guaranteed, professional assembly and installation services alongside millions of products from Amazon.co.uk*

*Amazon.co.uk customers in Greater London, Birmingham and Manchester can book a range of services in a matter of seconds*

*For more information visit [Amazon.co.uk/services](https://www.amazon.co.uk/services)*

LONDON-- 12 June 2018— Amazon announced today the launch of Home Services in the UK. Customers buying more than 4 million products on Amazon.co.uk, ranging from TVs and household appliances to garden furniture and exercise equipment, can now schedule installation or assembly support from a trusted professional during checkout. Customers can also browse, purchase and schedule a selection of professional services even if they have bought their products elsewhere.

Amazon Home Services features a curated list of handpicked tradespeople and service providers who offer upfront pricing with helpful ratings and reviews from verified customers. Amazon's 'Happiness Guarantee' backs all service purchases, offering extra reassurance for customers with regards to the quality of the work taking place.

Amazon Home Services provides customers:

- **Handpicked Providers:** Amazon curates an invite-only marketplace of professional service providers. Invited tradespeople are background checked, required to carry any applicable insurance and licenses and expected to maintain an excellent performance standard.
- **Happiness Guarantee:** Amazon doesn't just refer customers to providers, but stays with them every step of the way. All service purchases are guaranteed. If customers are not satisfied at the end of their service, Amazon will work with customers and the provider to ensure the job gets done right or issue a refund.
- **Upfront Pricing:** Each service comes with a pre-defined scope of work and upfront pricing. Customers can add pre-packaged services right to their Amazon.co.uk baskets with just a few clicks and are only charged when the service is completed.
- **Verified Reviews:** All Amazon Home Services reviews are from verified purchases, so customers know they are hearing from real customers. No special sign up or subscription is required to read reviews and ratings.

Amazon.co.uk customers across Greater London, Birmingham and Manchester can now find and book a wide range of services including general handymen, electricians, plumbers and home cinema specialists. New cities and services will be added over time.

"We're thrilled to be expanding Amazon Home Services to the UK as a simple way to book trusted, service professionals," said Scott Webster, General Manager, Amazon Home Services Europe. "Following our successful launch in the U.S., customers have told us they love the convenience and peace of mind that comes with trusted, professional installation of their products. We're delighted to be able to offer this same experience to UK customers through a network of handpicked, local tradespeople and service providers."

Amazon Home Services features a growing list of recognised service providers, including Fantastic Services, Assembly Angels, Silver Saints and The Handy Squad.

"Assembly Angels is truly excited to work with Amazon.co.uk on providing services to our mutual customers," said Anthony Johnston, Assembly Angels, Owner. "We appreciate Amazon's innovative and refreshing approach to ensuring customer satisfaction and we're confident that working with Amazon Home Services will help expand our customer base so our business can continue to grow."

To find out which services are available near you, or apply to be a service provider, visit [www.amazon.co.uk/services](https://www.amazon.co.uk/services).

**Ends**

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## Notes to editors

### About Amazon

Amazon is guided by four principles: customer obsession rather than competitor focus, passion for invention, commitment to operational excellence and long-term thinking. Customer reviews, 1-Click shopping, personalised recommendations, Prime, Fulfillment by Amazon, AWS, Kindle Direct Publishing, Kindle, Fire tablets, Fire TV, Amazon Echo and Alexa are some of the products and services pioneered by Amazon. For more information, visit [www.amazon.co.uk/about](http://www.amazon.co.uk/about) and follow [@AmazonNews](https://twitter.com/AmazonNews).

### You shop, Amazon donates with AmazonSmile

Millions of Amazon customers can now raise money for over two thousand charities, small or large, local or national, by shopping at [smile.amazon.co.uk](http://smile.amazon.co.uk). AmazonSmile makes giving even simpler - customers who shop with AmazonSmile can choose a charity to support before they start shopping and that charity will receive donations from Amazon at no additional cost to the customer or charity. Charities currently supported by AmazonSmile include [British Red Cross](#), [Cancer Research UK](#), [Comic Relief](#), [Magic Breakfast](#), [The Royal British Legion](#), [Royal Manchester Children's Hospital Charity](#), [RSPCA](#), [Save the Children](#), [Scottish Women's Aid](#) and [WWF UK](#).

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