



SATPLUS TERMS AND CONDITIONS

WARRANTY

By default, all equipment sold (unless specified otherwise) will carry a 12 month warranty. The equipment shall come with a *user return to base* warranty (at the user's expense) for a period of 12 months from the date of supply. This warranty covers the normal operation of the equipment as specified by the manufacturer. SatPlus shall bear the repair/replace costs as well as freight costs incurred to return the item to the user providing the equipment is in fact faulty under warranty and has not been used in any other way other than that recommended by the manufacture.

NOT COVERED UNDER WARRANTY

User misuse

Equipment faults caused by (but not exclusively) electrical surges, lightning strikes, acts of god, over exposure to extreme conditions.

Any changes made by the broadcaster including cease of transmission.

REFUND AND RETURN POLICY

If your product is faulty, please contact Satplus. Once Satplus receives the product, it will be repaired or replaced after satisfactory inspection within a 4 week timeframe.

Non-faulty items: Shipped products that are not faulty can be returned within 7 days of receipt. The item/s must be returned completely intact and unopened in their original packaging. All non-fault returns are subject to a 20% restocking fee. The customer will be required to organise delivery to Satplus at their own cost and will only be refunded the product cost minus the 20% restocking fee. This refund excludes the original freight costs. Satplus accepts no responsibility for loss or damage in transit on returning goods. Refunds do not apply to products that have been installed.

ORDERING

All online orders via any of our websites will be shipped from either the Victoria or Queensland store depending on the geographic location of the customer.

CANCELLING ORDERS

The customer may cancel an order at any time prior to shipping. Please call or email us immediately if you wish to cancel an order. Please include your customer name and order number. If your order has already been shipped you may elect to use the Return Policy.

FREIGHT

SatPlus will package equipment in an appropriate way and will freight to any destination in Australia using Australia Post's eParcel business delivery services. SatPlus are responsible for the safe arrival of the equipment to the

customers' premises. Should an item be damaged upon arrival, the customer must contact SatPlus within 48hrs. All deliveries must be signed for.

PAYMENT

Payments accepted via direct deposit, cheque, money order or credit card. Satplus accept Visa and/or Mastercard for credit card transactions.

TECHNICAL SUPPORT

When required, SatPlus will provide telephone technical support to any customer that requests assistance. Though every effort will be made to do so, Satplus can not guarantee that every customer will have the ability for varying reasons to be able to successfully install their own satellite kit. We reserve the right to recommend any customer to a professional satellite installer at the customers expense should this be deemed as a last resort.

SATELLITE EQUIPMENT USAGE CONDITIONS

I acknowledge that certain satellite television equipment may be used in an unauthorized manner to aid in the theft of satellite television services. I acknowledge and understand that the law provides for substantial criminal and civil penalties for the unauthorized use of satellite television services, and agree not to use products purchased from Satplus in any way to intercept a satellite television signal without proper authorization from the broadcast satellite provider and payment of required charges, and will only use the equipment purchased in accordance with applicable laws. I agree to indemnify, defend and hold Satplus harmless from any and all claims, damages or liabilities rising out of or resulting from unauthorized use of satellite television equipment.