



Advanced Mobile Satellite TV/ Internet Solutions

1 YEAR EXTENDED WARRANTY

*Warranty available through Technical Support
Details Below*

MotoSAT designs and manufactures high quality equipment and makes every effort to insure that you are getting the most reliable product available. In the event your product should fail please follow the guidelines set below.

1 YEAR FACTORY LABOR, PARTS AND FREIGHT WARRANTY GUIDELINES

1 YEAR FACTORY LABOR

- MotoSAT will cover factory labor rates on all new equipment and components manufactured by MotoSAT for 1 year from the date of installation.
- Conditions of the 1 year Factory Labor:
 - MotoSAT will at their discretion ship in advance either a reconditioned or new MotoSAT component in exchange for the defective component after MotoSAT Technical Support Department has determined the component to be defective OR MotoSAT will accept return of the original defective component for repair by MotoSAT and return to customer.
 - Customer agrees to follow all warranty shipping guidelines (listed below)
 - Customer agrees to guarantee the return of the defective component using a Credit Card or other payment method. A detailed description of our RMA policy is below.
 - New parts received for installation and found to be non-functional at the time of installation can be sent back to MotoSAT for a full exchange and compensation for time and shipping when part is verified by MotoSAT to be non-functional. If said part is found to be fully operative and functional, no compensation for time will be approved and shipping will be charged both directions.
 - MotoSAT does not cover the cost of removal, reinstallation, alignment or any other service performed under this 1 year factory labor warranty.

1 YEAR PARTS

- MotoSAT will cover all new equipment and components manufactured by MotoSAT to be free from defects in material and workmanship under conditions of normal use for 1 year from the date of installation.
- Conditions of the 1 year Parts warranty:
 - MotoSAT will at their discretion ship in advance either a reconditioned or new MotoSAT component in exchange for the defective component after MotoSAT Technical Support Department has determined the component to be defective OR MotoSAT will accept return of the original defective component for repair by MotoSAT and return to customer.
 - Customer agrees to follow all warranty shipping guidelines (listed below)
 - Customer agrees to guarantee the return of the defective component using a Credit Card or other payment method. A detailed description of our RMA policy is below.
 - New parts received for installation and found to be non-functional at the time of installation can be sent back to MotoSAT for a full exchange and compensation for time and shipping when part is verified by MotoSAT to be non-functional. If said part is found to be fully operative and functional, no compensation for time will be approved and shipping will be charged both directions.
 - MotoSAT does not cover the cost of removal, reinstallation, alignment or any other service performed under this 1 year parts warranty.
 - Any item being returned to MotoSAT must be properly packaged and addressed including return material authorization (RMA) number to:

FREIGHT

- MotoSAT agrees to pay for ground freight ONLY, in one direction, for replacement parts and components. Any other requested method of shipping will be at the sole expense of the customer.

WARRANTY EXCLUSIONS AND LIMITATIONS

- This warranty extends only to the original customer and is not transferable
- This warranty does not cover damage due to accident, misuse, abuse, neglect.
- This warranty does not cover damage due to wind, lightning, power surges, fire, flood or any other act of nature.
- This warranty does not apply to any component or product not manufactured by MotoSAT, included but not limited to:
 - Modems, (IRU/ITU), feed horn, LNB, transmitter, dish face and Satellite TV receiver.
- All components not manufactured by MotoSAT are subject to separate warranties issued by the Original Equipment Manufacturer (OEM).
 - Hughes.Net, Prodelin, UnaSat, IDirect, etc.
- MotoSAT shall in no event be liable for damage to or loss of any equipment or consequential damages. Including but not limited to damages to other equipment resulting from the installation or operation of the MotoSAT components.
- This warranty does not cover installation by Dealers or individuals who are independent contractors and not employees of MotoSAT.
- MotoSAT reserves the right to make changes in design or improvements in its products without the obligation to incorporate the same in any product previously manufactured.

NOTE: Consult your dealer/installer for any installation warranty provided by the dealer/installer.

WARRANTY SERVICE

- Internet Technical Support Department is available 24 hours a day 7 days a week at 800-247-7486, listen for your options for day, evening and after hours/weekend support.
- TV Technical Support Department is available from 8am – 5pm (MST) at 800-247-7486 ask for Satellite Television support.
- For support concerning your Internet Service please contact your VAR or ISP, these are the companies you are paying for your internet service.
- For support concerning your Satellite Receiver please contact your Satellite TV provider; DirecTV, Dish Network, Bell Express VU or Star Choice.
- For additional after hours support or issues relating to the installation or operation of this product please contact your installing dealer.

EXPIRED WARRANTY

- MotoSAT offers replacement parts, technical support troubleshooting tickets, support warranties and extended warranties for all out of warranty customers at a fair price. Please contact MotoSAT Technical Support for assistance in determining your best options and available pricing for these services.
- MotoSAT does not cover the cost of removal, reinstallation, alignment or any other service performed under this warranty.

MotoSAT RMA POLICY

Return material Authorizations (RMA's) may be issued by the MotoSAT technical support and sales departments. MotoSAT factory certified dealers/installers may request RMA's via Email and phone at their discretion with or without troubleshooting assistance understanding they are subject to same terms and conditions below.

RMA's have 3 designation subsets.

1. RA = Repair and Return: The customer sends in the defective part or product and we repair it in house and return it to them. Depending on the customer's warranty status we may charge them for the price of the component and/or the labor cost to repair it sometimes including shipping costs. This allows for MotoSAT to determine exactly what the problem is and enhance product to avoid the same issues in the future
2. RS = Return Swap: MotoSAT sends the customer a replacement part and after the customer has changed out the part, they then return to us the "core" item that is perceived to be defective. MotoSAT will only offer this option if the customer is within warranty and willing to provide a credit card to guarantee return shipment of the bad part. The RS designation is a convenience to the customer and in consideration of this convenience the customer needs to accept full liability for this type of RMA. When it is determined that a customer needs a part replacement MotoSAT support will read an exact script (Appendix A) of terms and conditions and expect the customer to verbally agree to the terms and conditions before sending the part. The support agent will also add the acceptance to the customer's notes in our warranty database. These same terms and conditions will be sent in writing with each part shipped as an RS. The terms and conditions will reflect the following:
 - A. If the customer wishes to receive the item in advance they will be required to acknowledge that they were instrumental in diagnosing probable issues with the item and if the item is found to be without defect, the customer will be liable for all shipment costs and a 25% restocking fee of the item.

B. If the customer wishes to receive the item in advance they will be required to provide a credit card number to ensure return of the original item that is perceived to be defective. The customer will be given 10 business working days to return the item beginning with the day it is received by the customer from MotoSAT. If on the 11th business working day after the item is received by the customer from MotoSAT the "core part" has not been received by MotoSAT from the customer, the customer will be charged for the full retail value of that item to the credit card given. Customers requiring International shipping may be an exception to this rule and dealt with on a case by case basis.

C. In the case of a dealer requesting an RS a credit card will not be required if the dealer has credit terms with MotoSAT.

D. If the Customer can not agree to all the terms and conditions of receiving an RS (item in advance) they will be directed to use the RA option.

3. RN = Part Sent no return required: This occurs in the case of misc. nuts and bolts plastic pieces etc. that would not help MotoSAT in any way if the item was returned.

Any item being returned to MotoSAT must be properly packaged and addressed including return material authorization (RMA) number to:

MotoSAT
Attn: Technical Support
(place RMA number here)
1955 S. Milestone Dr.
Salt Lake City, UT 84104

Note: Items received without RMA numbers clearly marked on the outside of the package could experience receiving delays. MotoSAT does not accept responsibility for these delays. In the event this item is an RS designation the customer is still liable for RS terms and conditions mentioned in part 2.B. above.

Appendix A

Our Phone support technicians will follow the script below to ensure there is no misunderstanding in regards to our RS RMA designation.

"For your convenience MotoSAT offers to send you replacement parts in advance under the condition that you agree to the following terms.

- You agree to provide MotoSAT with a valid credit card to guarantee return shipping of the original item. If the item is not returned to MotoSAT within 10 business working days beginning with the day it is received. You may be charged for the full price of the item.
- You agree that you have been instrumental in diagnosing probable issues with your system and understand that if the item being returned has no defect, you may be subject to further shipping charges and restocking fees.

Will you agree to these terms?"

[Customers willing to agree to the terms will also receive the following script:]

"To help avoid further charges and shipping costs, please ensure the RMA number I will provide you with is clearly marked on the outside of the package".

[Customers unwilling to agree to these terms will be directed to follow the RA designation.]

MISREPRESENTATIONS

- MotoSAT has not authorized anyone to make representations or warranties other than the warranties contained herein.
- This warranty gives the purchases specific legal rights which may vary from state to state. Some states do not allow exclusion of limitations of incidental or consequential damages or allow limitations on the duration of an implied warranty.

