

**For Support Contact:**

New Edge Satellite Inc  
7583 Gratiot Rd  
Saginaw, MI 48609  
989-781-1635  
800-798-8850  
NewEdgeSatellite.com



**Service Plan Terms and Conditions**

Thank you for signing up for the New Edge Satellite Service Plan. Our hope is that this plan aids in the long term satisfaction and enjoyment of your satellite system.

**Definitions:** (1) “we”, “us”, “our”: New Edge Satellite Inc; (2) “the/this plan”: the service plan and terms and conditions set forth in this document; (3) product: the satellite system installed and/or certified by New Edge Satellite Inc covered by the plan; (4) “you”, “your”: the individual or business who purchased the product and the plan.

**Manufacturer’s Warranty:** The plan does not replace but works in conjunction with the product’s manufacturer’s warranty providing additional enhancements during the term of that warranty. When the manufacturer’s warranty expires the plan provides some of those benefits as well as the additional benefits referred to in the “What is Covered” section.

**What is Covered:** The plan covers labor and parts costs, up to but not exceeding \$1000 per year, associated with the repair of the product resulting from mechanical or electrical failure of the product caused by defects in materials and/or workmanship, normal wear and tear, dust heat or humidity, and unintentional and accidental damage from handling (“ADH”) as a result of normal use of the product. Re-alignment after we install the product and all cabling and switching installed or certified by us are also covered. We will provide the repair of the product or we will reimburse you for authorized repairs of the product authorized by us.

**Equipment Replacement and Repair:** If it is determined by us that a replacement remote control or receiver is needed, we may ship a new or refurbished replacement with comparable features to your location on record. You must return the defective unit to us. If the defective unit is not returned to us, charges for that unit will apply.

**Terms of Coverage:** The plan coverage begins one month from the date you purchased the plan and is valid for one year from the date you purchased the plan. The plan renews automatically on a month to month basis after the initial one year term unless canceled.

**Plan Payment Terms:** You will be billed for the plan in 12 equal monthly installments based on the plan’s yearly term price. If the plan price changes you will be notified in advance of any price increase.

**To Obtain Service:** If your product fails, call 989-781-1635, during business hours, or go to [newedgesatellite.com](http://newedgesatellite.com) 24/7 to submit a claim. Unauthorized repairs may void this plan. Your satellite service must be active and New Edge Satellite must be the dealer of record on your account for service. We may use non-manufacturers parts for the repair of the product.

**What is Not Covered:** (1) INCIDENTAL OR CONSEQUENTIAL DAMAGES; (2) INTENTIONAL ACTS OR CRIMINAL ACTS BY YOU, DAMAGE FROM ACCIDENT, ABUSE, MISUSE, INTRODUCTION OF FOREIGN OBJECTS INTO THE PRODUCT, UNAUTHORIZED PRODUCT MODIFICATIONS OR ALTERATIONS, FAILURE TO FOLLOW THE MANUFACTURER'S INSTRUCTIONS, THIRD-PARTY ACTIONS (FIRE, COLLISION, VANDALISM, LOSS, THEFT, ETC.); (3) ACCESSORIES, INCLUDING ANTENNAS; (4) PREVENTATIVE MAINTENANCE; (5) DAMAGE WHICH IS NOT REPORTED WITHIN THIRTY (30) DAYS AFTER EXPIRATION OF THIS PLAN; (6) DAMAGE TO RESIDENTIAL PRODUCTS NOT DESIGNED FOR COMMERCIAL USE; (7) EXTERNAL SIGNAL INTERFERENCE; (8) PREEXISTING CONDITIONS OR PROBLEMS; (9) REPAIRS ASSOCIATED WITH INCOMPLETE OR UNSUCCESSFUL INSTALLATION; (10) ANY SATELLITE DISH OR OTHER EQUIPMENT MADE SPECIFICALLY FOR OR PERMANENTLY ATTACHED TO AUTOMOBILES, RECREATIONAL VEHICLES, INCLUDING WITHOUT LIMITATION WATERCRAFT, AIRCRAFT, OR MOBILE HOMES; (11) TELEVISION/RECEIVER COMBINATIONS WHERE THE REPAIR OR REPLACEMENT IS NEEDED DIRECTLY ON THE COMBO UNIT; (12) COMPONENTS NOT INSTALLED OR CERTIFIED BY NEW EDGE SATELLITE INC (13) DIRECTV PORTABLE DEVICES; (14) SATELLITE DISHES MOUNTED TO STRUCTURES OR OBJECTS THAT ARE NOT MAN MADE AND STATIONARY; (15) ANY FAILURES, OR PARTS AND/OR LABOR COSTS INCURRED AS A RESULT OF A MANUFACTURERS RECALL; (16) "ACTS OF GOD"; (17) "COSMETIC DAMAGE"; (18)

"PARTS OR LABOR COSTS EXCEEDING \$1000 PER CALENDAR YEAR"; (19) "DAMAGE CAUSED BY POWER SURGES COVERED BY ANY OTHER INSURANCE OR WARRANTY"

**Cancellation:** You may cancel the plan, with no cost to you, within the first 30 days of the purchase date of the plan or after 12 months of the purchase date of the plan. To cancel the plan call 989-781-1635 or contact us in writing by mail at 7583 Gratiot rd, Saginaw, MI 48609. We reserve the right to cancel the plan in the cases of fraud, non-payment by you, violation of the terms and conditions of the plan, your satellite service is inactive for any reason, or New Edge Satellite is not the dealer of record on your satellite account. If you deactivate your satellite service you must contact us to cancel this plan.

**No Deductibles:** There are no deductibles under this plan.

**Transferability:** This plan is not transferable.