

TERMS AND CONDITIONS



1. WE, US, SATELLITE MAINTENANCE LIMITED

We, Satellite Maintenance Limited at address 31-33 Dale Street, Trident House, Liverpool, L2 2HF who provide maintenance and repair service for Satellite equipment based on the following agreement.

Agreement: Satellite Maintenance Limited set out on your technical support and repairs service subscription agreement document.

2. THE SERVICE THAT WE PROVIDE

1. In house telephone maintenance support to resolve any faults arising with your satellite equipment; Monday-Friday between the hours of 9am-7pm.
2. If any faults cannot be resolved over the phone, we will aim to send a local engineer out within 48 hours to repair or replace the following equipment:
 1. Outside dish
 2. LNB receiver
 3. Cables and wiring inside and outside of the property
 4. Sky HD box, Sky standard box, Sky plus box
 5. Sky remote controls
 3. Unlimited free call outs.

3. THE SERVICE WE DO NOT PROVIDE WITH THE MAINTENANCE COVER

1. If the equipment is still under a manufacturer's guarantee or still covered by the warranty you must contact the manufacturer.
2. Repairs of Equipment arising from or in the event of:
 1. Any satellite equipment listed above that is recalled to the manufacturer
 2. Any unauthorised modification of the Equipment including any upgrade not authorised by the manufacturer or addition of any non-approved accessories.
 3. Your failure to follow the equipment operating instructions.
 4. Use of your equipment in a non-domestic or commercial environment.
 5. Fire or theft.
 6. Any problem directly or indirectly caused by the domestic supply of electricity.
 7. No fault or damage found to your equipment.
 8. Deliberate damage.

3. This Agreement will also not provide for:

1. Work required by you to take place outside normal working hours (9.00am to 5.00pm Monday to Sunday inclusive) or on Public Holidays.
2. The re-sitting of your satellite dish.
3. Equipment which requires repairs to be made outside the United Kingdom, Isle of Man, Channel Islands and Northern Ireland.
4. Costs you may occur from not being able to use the equipment.
5. Any property or personal injury or consequential losses caused by the satellite equipment.
6. Cosmetic damage such as damage to paintwork or dents or scratches to the equipment which do not prevent the equipment from working correctly.
7. Replacement of any item that is intended to be replaceable such as fuses and batteries.
8. Rust or corrosion damage to satellite dish and LNB receiver.
9. Loss or damage to interactive or viewing cards (please refer to satellite provider directly).
10. Equipment not installed properly.
11. Equipment not repaired by our approved repairers.
12. Any Equipment that is not working in accordance with the manufacturer's specification prior to the policy inception date.
13. Components of an integrated digital television.
14. Faults in the broadband connection.
15. Replaced equipment.
16. Damage to the equipment caused by bad weather as this is deemed an act of God.

4. CANCELLING YOUR MAINTENANCE COVER

1. Under the Consumer Protection (Distance Selling) Regulations 2000, You may cancel this maintenance cover by giving notice at any time up to and including the 8th working day (excluding Saturdays, Sundays and public holidays) after you receive the technical support and repairs maintenance agreement documents. If you have used a service under this agreement within this 8-day period, we reserve the right to make a reasonable charge for the direct costs we have incurred in providing the service.
2. Once the cancellation period of 8 working days (in accordance with the CPDS Regulations 2000) has expired, you do not have the right to cancel the agreement or to a refund; you will be bound by this contract for the period you agreed (please see the "policy length stated on your agreement").
3. This maintenance agreement will automatically be cancelled if you fail to pay all costs due to us, Satellite Maintenance Limited.

5. RENEWING YOUR MAINTENANCE COVER

1. We will contact you in advance of your expiry date of your current agreement via post to inform you that we will be renewing your maintenance cover automatically. Should you wish to discontinue the cover we would ask you to contact us by either telephone or post to inform us of this.

6. GOVERNING LAW

The laws of England, Scotland and Wales govern this maintenance cover and repairs service agreement and the jurisdiction of the appropriate court will apply.

7. COMPLAINTS PROCEDURE

If you wish to make a complaint then do not hesitate to contact our head office in writing at 31-33 Dale Street, Trident House, Liverpool, L2 2HF. We will aim to reply to you by telephone within 48 hours of receiving your complaint.

8. DATA PROTECTION

We are committed to complying with the Data Protection Act 1998. We will not provide your data to any third party without your prior consent although we may supply it to any sub-contractor or agent we may use in the performance of this agreement. The information you provide us will be used to fulfil your orders, for account management, payment or marketing purposes. Under the Data Protection Act 1998, you have a right to ask for a copy of the information held about you and how it is being used at any time and to have that information corrected if it is inaccurate. If you want to request or correct this information please write to 31-33 Dale Street, Trident House, Liverpool, L2 2HF. Your telephone calls may be recorded to improve the quality of service provided.

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