



36 FAIRBAIRNSTREET ,WORCESTER 6850 SOUTH AFRICA TEL No: 023-3471175 E-MAIL: satworld@vodamail.co.za Fax 023-3471149

SATELLITE TV SALES & INSTALLATIONS* HDMI OVER CAT6 TV POINTS*LCD WALL MOUNTS

The parties agree to the following terms & conditions

WARRANTY

Satworld warrants all workmanship for 90 days and products supplied for one year from date of installation against any installation or manufacturing defaults. The customer will be billed for transport exceeding a 10km radius and for technician time on the road when attending to a warranty repair.

The warranty excludes the following:

1. The client's existing equipment.
2. Damage caused by acts of God.
3. Damages caused by power surges or lighting.
4. Tuning or settings on the equipment. It is the responsibility of the client to ensure the system is operating satisfactorily prior to our team leaving.
5. External or internal signal interference.
6. Accidental damage to equipment or property
7. Alteration of the installation in any way by persons not authorized to do so by Satworld nullifies the warranty
8. DSTV Decoders -warranty exchanges

If the Multichoice decoder fails within 60 days from purchase, the faulty decoder must be returned to Satworld for a new replacement subject to the warranty conditions by Multichoice. In the event of a DSD not functioning after 60 days of purchase, customer must take DSD to Multichoice branch or agent and it will be replaced with a refurbished decoder. If the customer requires assistance to re-install the decoder after repair or exchange, installation will be billed.

TERMS & CONDITIONS

1. The customer accepts that if Satworld is called out by customer to rectify a problem and the cause of the problem has no relation to the installation or equipment installed, the customer will be billed as per standard rates.
2. Satworld will not be held responsible for any software changes incorporated or downloaded/uploaded from Multichoice
3. Anything not to your liking must be conveyed to our technicians while they are still on site, otherwise an additional call out fee will be charged.
4. It is the sole responsibility of the home owner /customer to ensure that all furniture or equipment is moved so as to allow unhindered access to all required areas to complete the installation. Should Satworld be required to move any equipment or furniture; Satworld are fully indemnified against all responsibility arising from any damage.
5. The client will be held responsible for any injuries to workers on site caused by structural deficiencies of the building

DISPUTES:

- 1 Any disputes or complaints must be brought under the attention of Satworld within 7 working days after the completion of the work. This must be done in writing and either emailed or faxed to us.
2. The operation and working of equipment is the responsibility of the owner as we do not train people to work their own equipment. We will however show briefly how it works. We will also assist where we can via telephone or e-mail.

INVOICES & PAYMENT

- 1) All invoices must be paid strictly within 3 working days.
- 2) Satworld is and remains the owner of any installed equipment, whether attached to or on fixed property or not, until fully paid for. After the date of payment stipulated and until fully paid for, Satworld shall have the right without notice to the owner and at the cost of the owner to remove all equipment installed by it. (i) Satworld shall not be liable to the owner for any damages whatsoever caused by the removal; and (ii) the owner hereby irrevocably consents and authorises Satworld to enter premises to effect such removal.

This document is legal & binding whether it be via mail or fax, depending on the nature of the customer's working conditions or availability on premises