

## **Terms and Conditions**

### **Installations**

An installation is defined in the following terms: The property is of standard construction (block & harl, stone, or wooden clad), not more than two stories in height (excluding any cellar or basement). There are no access difficulties and the installer is able to work from a standard extension ladder. The satellite dish can be mounted using suitable existing wall brackets or brackets supplied by Islesat. Each satellite receiver can be reached by an external surface mounted downlead cable not more than 30 metres in length. The installation can be completed safely by one installer within approximately 90 minutes for the first point, plus approx. 30 minutes for each additional point. This service is available for domestic and suitable commercial premises providing they do not fall within a defined conservation area or upon a listed building.

The installation service includes the following: the supply, installation and alignment of a fixed Satellite Dish or motorised system and, (if applicable) an appropriate satellite receiver supplied by us which is suitable for the reception of the desired satellite services. (e.g. Freesat Astra/Eurobird - dish size 64cm solid galvanised type or motorised 88cm dish). The installation of pre-supplied mounting brackets – site specific (wall mount). The supply and installation of a surface mounted downlead(s) to a suitable position for connection to the customer's digital receiver (please note: additional rooms will require additional cables). All wall entry holes will be properly sealed against the elements using silicon sealant and appropriate internal/external weather covers. Carry out a final assessment of received services to confirm the new service is operational to agreed levels following the satellite dish system installation. Connection to your existing TV/associated equipment and demonstration. Tidy and vacuum the workspace on completion.

### **Exclusions**

The following situations are deemed as a non-standard installation and not covered under our installation agreement. Please ask us for more information if any of the following applies: three-storey properties, communal systems (flats generally), specialist cable management (channelling out, lifting carpets, hiding of cables behind partition walls, etc).

In some situations you may require a non-standard satellite dish installation which can be carried out but will incur additional costs. Examples of this are: specialist mounting materials/brackets (chimney mounts, extended masts etc). Additional cable requirements. All additional costs will need to be paid at the point of installation and made payable directly to Islesat. Please note we will not under any circumstances either supply or install any mesh Sky-type satellite dish or associated wall brackets.

We may quote additional charges for installations outside the scope of the standard conditions (example: special access requirements/specialist mounting materials/bespoke cable management), or for upgrading your option to a higher number of points.

### **Warranty**

Your satellite dish installation is covered by a one year parts and labour warranty. All Triax galvanised satellite dishes are guaranteed from any reasonable defect (such as rust or corrosion that may inhibit reception) by Islesat (not Triax) for a period of ten years. We also guarantee the installation will remain free from defect caused by faulty materials or workmanship for a period of one year from the date of installation. These guarantees do not cover broadcast changes, receiver problems, accidental or malicious damage, dishes going out of alignment resulting from natural causes such as high winds, storms or lightning discharge, nor does it cover loss or deterioration of signal reception due to causes external to the installation. Your statutory rights are not affected.

### **Public Liability**

We retain £2,000,000 of Public Liability insurance underwritten by Zurich Insurance plc. This covers legal liability to pay compensation to third parties for personal injury or damage to property caused in the course of our business, or our products. The cover also provides protection against court attendance expenses upon us, defence costs for criminal proceedings brought under Consumer Protection, Food Safety and Health and Safety at Work Acts.

### **Prices**

All prices for equipment as displayed on our website ([www.islesat.com](http://www.islesat.com)) and installation charges are excluding VAT at the prevailing rate. (VAT Reg: 987 3609 64)

### **Payment**

Unless previously agreed, payment of all installations (jobs) is due immediately upon completion. Payment may be made by either cheque or by cash.

Head Office: Trollhoo, Bigton, Shetland ZE2 9JF