

# TERMS AND CONDITIONS

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## *DOMESTIC SERVICES WARRANTY*

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### **3 YEAR INSALLATION WARRANTY**

ESSEX DIGITAL SERVICES AERIAL INSTALLATIONS ARE COVERED BY A 3 YEAR WARRANTY ON PARTS AND LABOR FOR NON POWERED PARTS SPECIFICALLY COVERED BY THIS WARRANTY ARE THE AERIAL (TV,FM ,DAB) POLE, BRACKET (INCLUDING FIXINGS) CABLE AND CONNECTORS.

#### INCULSIONS

WHAT IS COVERED IS LOSS OF SIGNAL DUE TO

- WINDS UP TO 70 MPH
- CABLES BECOMING LOOSE DUE TO FAILURE OF CLIPS
- AERIAL BECOMING LOOSE DUE TO FAILURE OF FIXINGS
- LOSS OF SIGNAL DUE TO WATER IN CABLE

#### EXCLUSIONS

WHAT IS NOT COVERED LOSS OF SIGNAL, DAMAGE OR ALTERATION TO THE INSTALLTION DUE TO

- STRUCTURAL DAMAGE TO THE PROPERTY
- THE REMOVAL OR REPLACMENT OF ANY COMPONENTS OF THE INSTALLTION
- WINDS IN EXCESS OF 70 MPH
- ADDITIONAL BUILDING WORKS
- ACT OF GOD (E.G. FLOODING, LIGHTING, ETC)
- REMOVAL OR REPLACEMENT OF SOCKETS OUTLETS OR FACEPLATES BY A THIRDED PARTY
- BROADCASTING CHANGES, SUCH AS MOVEMENT OR DISAPPERANCE OF BRADCAST PROGRAMMING, CHANGE OF CHANNEL ALLOCATION
- VANDALISOM

ALL POWERED ITEMS WILL BE COVERED BY A STANDED 1 YEAR WARRANTY THESE WARRANTY INCOUDES AMPS, MASTHEAD, POWER UNITS AND RECEVERS.

ALL OTHER SERVICES BY ESSEX DIGITAL SERVICES ARE COVERED BY A STANDED 1 YEAR WARRANTY

## *COMMERCIAL PROPERTYS*

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ESSEX DIGITAL SERVICES AERIAL AND SATELLITE INSTALLATIONS ARE COVERED BY A 1 YEAR WARRANTY ON ALL PARTS AND LABOR OF ALL ASSPECTS OF THE ISTALLATION FROM AERIAL SATELLITTE AND FITTINGS, AMPS, SWITCHES TO TV SOCKETS

#### INCLUSIONS

WHAT IS COVERED IS LOSS OF SIGNAL DUE TO

- WINDS UP TO 70 MPH
- CABLE BECOMING LOOSE DUE TO FAILURE OF CLIPS

- LOSS OF SIGNAL DUE TO WATER IN CABLE

EXCUSIONS

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### *PAYMENT TERMS*

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DOMESTIC CUSTORMERS MUST PAY THE ENGINEER IN FULL ON COMPLETION OF THE WORKS BEFORE LEAVING THE PROPERTY A RECEPIT WILL BE PROVIDED.

CUSTOMERS MAY PAY INVOICES BY THE FOLLOWING METHODS;

- CHEQUE (PAYABLE TO ESSEX DIGITAL SERVICES)
- CASH

ALL BUSINESS CUSTOMERS PAYING BY INVOICES MUST BE PAYED WITHIN 28 DAYS OF RECEIPT. IF A PURCHASE ORDER IS APPLICABLE THIS MUST BE GIVEN TO US BEFORE COMMENCEMENT OF WORKS ESSEX DIGITAL SERVICES RESERVE THE RIGHT TO PROCEED WITH LEGAL ACTION IF THE ABOVE TERMS ARE NOT ADHERED TO

CUSTOMERS MAY PAY INVOICES BY THE FOLLOWING METHODS;

- BACS (BANK DETAILS WILL BE GIVEN AT THE TIME OF PAYMENT)
- CHEQUE (PAYABLE TO ESSEX DIGITAL SERVICES)