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As an inducement to the dealer, end user agrees to indemnify research electronics for any liabilities, cost or expense this may incur, including but not limited to attorney fees and court costs, as a result of my breach of the foregoing declaration

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warranties and limited remedies set forth herein represent an inseparable allocation of risk (including, without limitation, in the event of a total and fundamental breach of this terms of use) that is an essential basis of the bargain between the parties.

14) RETURN POLICY: Any return needs to have a RMA number (Return authorization number) before being sent back to us.

Items that can not be returned are:

- Auction items
- Satellite dishes
- Satellite motors that have been installed
- All remote controls
- Service Parts

If you return any non returnable items, we will not issue a RMA refund and will not ship the item back to you unless you prepay for the return shipping.

- All RMA request for refund must be made within 7 days the item was delivered.
- All RMA request for refund must be in absolute perfect and new condition in the original carton with all included accessories. Original merchandise box, manuals, etc. must be in perfect condition. We won't accept used merchandise back for a refund.
- All RMA request for exchange must be within 30 days from the ordering date.
- Warranty work beyond 30 days from ordering date is provided by the manufacturer and/or their representative directly and not by us.
- Any items returned without prior notice and without a RMA number will not be credited and will be returned to you. Your credit card will be also be charged for the return shipping cost. If you have paid with a method other then credit card the item will not be returned until we receive payment for the return shipping cost.
- We must receive your RMA's item back before any replacement item is sent.
- Customer is solely responsible if RMA Merchandise returned to us is damaged in shipping. Please use an insured and traceable method to return items to us.
- A \$25 labor charge may be assessed on products or accessories returned for warranty repair in which no fault is found and you will be charged for the return shipping cost to return the item to you.
- A 20% restocking fee is applied to Returned Items to cover our return processing, credit card, and shipping costs. The restocking fee does not apply to exchanges if item is not used or unpacked. Returns are processed within 3 days of receipt.
- Shipping charges are not refundable.

While we will handle warranty work for most products we offer - You will be responsible for any shipping charges for any warranty exchanges or repairs.

RCV Warranty Note: When you buy any satellite receiver from Research Electronics (www.researchelectronic.com), your receiver will be sent to you with the latest software and firmware available at the time when the unit is manufactured. Research Electronics does not support third-party software, and if used, it will void the manufacturer's warranty. **Please note** that our free to air receivers are sent to you with **FACTORY** loaded free to air software/flash/bins. This will allow you to pickup only unencrypted free to air (FTA) channels. We **DOT NOT** load them with any illegal software/flash/bins to receive any encrypted channels. We can only support free to air programming. Any modifications of our receivers will void your warranty. Please read the warranty note before making a purchase. Free to air receivers have the ability to be flashed / programmed / upgraded using the RS232 cable or through USB port, however, we **WILL NOT** support any third party software. Please contact the receiver manufactures and direct all upgrading questions to them. Please note that receiver software is incompatible across various models. If you upload the wrong software and create a problem with the receiver, this will not only void your warranty but may make your receiver inoperable. File transfer errors are entirely the users responsibility and Research Electronics is not responsible for any problems that may result. Only official software and upgrades available from the manufacturer can be used with your receiver. Under no circumstances should any other software be used with the receivers that we carry.

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