**RELIABLE ORBIT INSTALLATIONS**

Bullard, TX • (903) 481-9722 • reliableorbitinstallations@gmail.com • reliableorbit.com/terms

TERMS & CONDITIONS

# Terms & Conditions

How quotes, deposits, scheduling and payment work when you hire Reliable Orbit Installations. Plain English, no surprises.

**EFFECTIVE NOVEMBER 9, 2026**

## 01 About these terms

These terms apply to installation and service work performed by Reliable Orbit Installations ("ROI," "we," "us"), based in Bullard, Texas. When you approve a proposal from us, you agree to these terms, our Warranty Policy, and anything specific written on your proposal. If your proposal and these terms ever disagree, your proposal wins.

ROI is an independent installation company. We are not Starlink or SpaceX, and we are not affiliated with, sponsored by or endorsed by them.

## 02 Quotes and proposals

- Quotes are free. Your proposal lists the work, equipment and price, and stays valid for the number of days shown on it.
- Prices are based on the information and photos you give us. If we find conditions on site that change the job, such as a different roof type, a longer cable run or hidden obstacles, we'll explain the change and get your OK **before** doing extra work or charging more.
- Our standard service area is within 45 driving miles of Tyler, TX. Jobs farther out may include a trip charge, which will be shown on your proposal.

## 03 Approval and deposit

- You approve a proposal online with your initials.
- Most jobs require a deposit to lock in your date and order equipment. The amount is shown on your proposal. Some smaller jobs need no deposit.
- The remaining balance is due when the work is completed.

## 04 Payment

- You can pay by card through a secure Stripe invoice. The card processing fee is shown as its own line, so you always see it.
- No-fee payment options are listed on your proposal and invoice.
- Equipment we supply is billed at the prices on your proposal.

## 05 Cancellations and refunds

You can cancel any time before your installation. If you've paid a deposit, we'll refund it **minus** the cost of any equipment we already bought for your job and any card processing fees already paid. Any equipment we deduct is yours to keep, and we'll get it to you.

## 06 Scheduling, rescheduling and weather

- Rescheduling is free with at least **24 hours' notice**.
- If we arrive at the scheduled time and can't get to the work area, for example because no one is there or a gate is locked, a trip charge may apply.
- For everyone's safety, we may reschedule at no charge because of rain, lightning, high winds or a wet or unsafe roof.

## 07 Your part

- Make sure we can safely get to the work areas, and keep pets secured while we're working.
- Tell us about anything we should know: roof condition or warranties, attic access, and private buried lines such as sprinklers, septic or private electric that utility locates won't mark.
- If you rent, or have an HOA, get any permission needed to mount equipment.

## 08 Starlink and other equipment

- Starlink service, including availability, speeds, outages, account and billing, is provided and controlled by Starlink, not ROI.
- Hardware is covered by its manufacturer's warranty. Our workmanship warranty covers our installation work.
- If you supply your own equipment, normal installation labor applies, and we're not responsible for defects in that equipment.

## 09 Existing conditions

We're not responsible for problems that existed before we arrived, such as worn or damaged roofing, rotted fascia or old wiring. If we notice something like that, we'll point it out to you.

## 10 Photos of finished work

We photograph the finished installation for our records and your warranty. We may show one outside photo of the finished work, such as the dish or mount, on our website's coverage map, with a pin placed 1 to 3 miles away from your home, never at your address. We never show your name, address, the inside of your home or anything that identifies you. Don't want it shown? Tell us any time and we'll remove it.

## 11 Limitation of liability

To the extent allowed by Texas law, ROI is not liable for indirect, incidental or consequential damages, such as lost internet service, lost business or lost data. Our total responsibility for any job is limited to the amount you paid us for that job.

## 12 Governing law

These terms are governed by the laws of the State of Texas.

## 13 Changes to these terms

We may update these terms from time to time. The version posted on the day you approve your proposal is the one that applies to your job.

## 14 Contact

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