RELIABLE ORBIT INSTALLATIONS

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

WARRANTY POLICY

One-Year Workmanship Warranty

We stand behind our work. If something we installed isn't right within a year, we come back and make it right at no charge.

EFFECTIVE NOVEMBER 9, 2026

COVERAGE	COVERS	EQUIPMENT
1 year from the day your install is completed	**Our installation labor and workmanship**	**Covered by the manufacturer's warranty**

01 What's covered

For one year from the date your installation is completed, Reliable Orbit Installations ("ROI," "we") warrants the installation work we performed. If a problem is caused by our workmanship, we'll fix it with **no charge for labor or trip**. That includes:

- Mounts, brackets and poles we installed that come loose, shift or fail
- Cable routing, connectors, terminations and Ethernet runs we installed
- Weatherproofing and sealing we applied at mounts and cable entry points
- Point-to-point links, routers and network gear we installed and configured, if the problem is in our setup

02 Roof and wall penetrations

If a leak is traced to a mount, hole or cable entry point that we made, we'll come out and **reseal or repair that penetration at no charge** during the warranty period.

> **What this part doesn't cover:** repairing interior or resulting damage, such as ceilings, drywall, insulation, flooring or belongings. That kind of damage is normally handled by homeowner's insurance. If you ever spot a leak, call or text us right away so we can stop it quickly and keep any damage to a minimum.

03 Equipment and hardware

This is a workmanship warranty. Starlink kits, routers, switches, bridges, cameras and other hardware are covered by **their manufacturer's warranty**, not by ROI. If a piece of equipment fails, we can help you figure out whether it's a hardware problem and point you to the right place to start a claim.

04 What's not covered

- **Weather and acts of God:** storms, hail, lightning, high winds, falling trees or limbs, floods, fire, and damage from animals or pests

- **Work moved, changed or repaired by anyone other than ROI:** if the dish, mount, cables or equipment were moved, adjusted, modified or repaired by someone else, the warranty no longer covers the affected work
- **Starlink service issues:** outages, speeds, network performance, account, billing and anything else controlled by Starlink
- **Customer-supplied equipment:** defects in equipment you provided. Our installation labor on it is still covered.
- Hardware defects, which go through the manufacturer's warranty (see section 03)

05 How to make a warranty claim

Call or text (903) 481-9722 or email reliableorbitinstallations@gmail.com. Include your name, the service address, a short description of the problem and, if you can, a photo. We'll get back to you and set up a time to take a look.

If we find the problem isn't covered, for example storm damage or a hardware failure, we'll explain what we found and give you a price **before** doing any paid work.

06 The fine print

- The warranty starts on the date your installation is completed and lasts one year.
- It covers work performed by ROI at the address where it was installed.
- Our remedy is to repair or redo the affected work. We're not responsible for indirect losses such as lost internet time, lost business or other consequential damages, to the extent allowed by Texas law.
- This warranty is part of our Terms & Conditions.