



Satellite Phones Direct, LLC

302 Research Drive, Suite 150
Norcross, Georgia 30092

Terms & Conditions

March 31, 2009

Warranty:

Duration and scope of warranties on new Equipment is limited to the manufacturer's warranty which for most products is one year. The Customer is responsible for all shipping costs associated with Equipment repairs.

Returns/Refunds

Refunds will be issued to Customers returning an unopened package within 7 days from the date of purchase. SPD must be notified by the Customer within 7 days of any defects so that SPD may replace the defective Equipment. Equipment returns will not be accepted after 7 days of purchase. Returned items must be unopened and are subject to a 20% restocking fee. All sales of Iridium prepaid airtime are final. Transferring prepaid Iridium airtime from a damaged, lost or stolen SIM card will require a \$125 transfer fee. The Customer is responsible for all shipping fees incurred for returned items.

Pre-Owned/Refurbished Equipment

Refurbished Equipment refers to pre-owned Equipment that has been thoroughly tested and may have been submitted for factory repairs. All pre-owned or refurbished equipment is sold as is, and all sales of pre-owned or refurbished equipment is final with no refund or exchange privileges. On selected Pre-Owned/Refurbished Equipment, SPD warrants the equipment for defects in material or workmanship during normal use, as described in the users manual. Warranty does not cover lost, damaged, or physically abused Equipment. For service under limited warranty, the Customer must contact SPD for initial diagnosis. If SPD can not diagnose the problem, SPD will issue a RMA number. The customer should return the Equipment to SPD at the Customer's expense. Upon receipt, SPD will test and examine the Equipment and if defects are not due to misuse, SPD will repair or replace the Equipment with another comparable Pre-Owned/Refurbished unit.

Shipment & Delivery

Products are normally shipped using FedEx Express shipping. Upon the Customer's request, SPD will expedite shipping via other means. Title to Equipment shall transfer to Customer upon shipment by SPD. SPD will use reasonable efforts to deliver the Equipment by the requested delivery time but it shall not incur any liability to the Customer in the event of any delay caused by circumstances beyond its control. The Customer will accept the Equipment when delivered on or before the delivery time and if for any reason the Customer fails to accept the Equipment when delivered on or before such date the Customer shall nevertheless be liable for the stated charge in full. Refused or undeliverable shipments will be subject to a restocking fee of 20%, in addition to applicable shipping, transaction and insurance fees.