

Terms and Conditions

Personal

I am the easiest person to deal with, 100% honest, reliable and fair. If you have any problem with anything we sell, please call me and we will resolve it ASAP. Thank you, Steven H. Penner 1-800-673-7827. [Email me.](#)

Prices

All prices are subject to change without prior notice. Please confirm all prices when placing your order, if any doubts call our sales office.

Order Processing

All orders received by our sales office will be released the next day, unless going by UPS-Red-Blue-Orange, or Federal Express.

Terms

All sales are subject to availability of merchandise and to acceptance by our sales office and credit department. We have several types of accounts available; they are as follows: 1=Prepaid in advance, 2=C.O.D., 3=Net 30 days to approved accounts, 4=MasterCard/Visa.

* Accounts 30 days or more past due will be charged interest at a rate of 1.7% per month or fraction thereof, or the maximum legally allowed rate. A monthly statement will be forwarded to your accounts payable department for payment of these charges.

* Accounts 45 days or more past due will not receive shipment until account is current. Orders will be held without notice. All overdue and outstanding payments over 50 days from date of invoice, will be transferred for collection, all expenses including attorneys fees will be charged to consignee.

Freight (*We always shop for the best price*)

All pricing is FOB warehouse in Florida, UPS, FedEx or truck shipment charges will be added to the invoice. Once a shipment leaves our warehouse it becomes the property of the consignee, losses and insurance claims must be filed with the shipping organization by the consignee.

Customer Warranty

Star Satellite products carry a 1 year customer warranty from the date of purchase. A copy of our invoice or bill of sales showing the date of purchase must be submitted with every warranty claim. This warranty does not include problems from wrongful installation or because of it and only covers failure due to defects in materials or workmanship which occurs during normal use. It does not cover failures which result from accident, misuse, neglect, mishandling, misapplication, alteration, faulty installation, modification or service by anyone other than a qualified technician or damage that is attributable to acts of God. Star Satellite is in no event liable for any labor or installation cost.

Damaged Merchandise

If items are damaged due to poor carrier handling, save the original shipping carton. If item was shipped UPS, call local UPS office and they will come out and inspect the package and return it to us. Do not mail the damaged merchandise back to us, instead allow UPS to return it. If item was shipped by truck, (1) Note on bill of lading, (2) Have driver sign form, (3) Keep a copy of the form and call truck company with your complaint. All merchandise damaged in shipment is the customers' responsibility.

Returns Or Exchanges

Should circumstances require that merchandise be returned for credit, repair or replacement (decided by Star Satellite) a prior authorization from our sales office is required before they can be returned. RETURNED MERCHANDISE MUST BE COMPLETE IN RESALEABLE CONDITION, AND IN ORIGINAL CARTONS, ACCOMPANIED BY A COPY OF THE ORIGINAL INVOICE. Credit will not be issued for freight on defective or replacement items. Non-confirming receipts will be returned to shipper collect and no credit will be issued. No returns will be accepted more than 30 days after date of invoice. All returns must be sent freight prepaid or they will not be accepted. There is no refund of freight for defective product.

1. Dead On Arrival: Star Satellite will provide a one for one exchange on DOA items.
2. Return for credit: Returned merchandise in resalable condition, accepted as an accommodation will be charged a 20% restocking fee at the discretion of Star Satellite. Stock adjustment not to the fault of Star Satellite, will also be charged 20% fee. Stock adjustments are limited to 5% of the total purchased volume within the last 12 months. All returns are limited to current models in resalable condition. A further deduction will be made for items received with missing parts or items that have to be repackaged. Due to each processing cost, no returns under US 30.00 will be accepted.
3. Credit issued: CREDITS ISSUED MUST BE REDEEMED WITHIN 3 MONTHS FROM DATE OF ISSUE OR THE CREDIT WILL BE FORFEITED.

Back Orders (*You will be notified of any back order within 30 minutes*)

Merchandise not immediately available will be back ordered and shipped when received, unless canceled by the customer. Back orders over 60 days will be canceled and should be reordered.

Minimum Order Charge

While we have no minimum order requirement, a handling charge of \$5.00 will be added to all orders under \$50.00.