

Return Policy:

We want you to be satisfied with your purchase. If you are not, simply return the items you don't want in new condition within 30 days and we will refund your money or exchange the item subject to return policy below.

- 20% restocking fee on returns or exchanges
- No returns after 30 days from order date (15 days only for TwinHan / VisionPlus products)
- [Shipping damages](#) and/or shortages must be reported to the carrier within 2 days.
- We are not responsible for shipping damages.

Dish Network or DirecTV receivers

We can only accept Dish Network or DirecTV receivers returns if it is un-opened and un-activated (subject to 20% restocking fee). See [Return merchandise for Refund](#). **No refund will be issued for activated receivers.**

If the new receiver you get is opened and you believe there is a defect in it, it should be covered by manufacturer's warranty and should be returned and replaced by manufacturer directly. Sadoun DOES NOT ACCEPT OPEN RECEIVERS back.

Dish Network RA procedure (within 1 year of purchase):

Call Dish Network customer service at 1-800-333-DISH (3474) and request an RA for a defective receiver. You may also request an advanced replacement if you wish.

DirecTV RA procedure (within 90 days of purchase):

Call DirecTV customer service at 1-888-777-2454 and request an RA for a defective receiver. You may also request an advanced replacement if you wish.

Manufacturer's Warranty

The Manufacturer warranty is as follows, and extends ONLY to the original USA user of the equipment and is limited to the purchase price of each part. This warranty only covers USA buyers and does not extend to non-USA buyers. Non-USA buyers should contact the manufacturer directly about any warranty coverage or claim in their country. Manufacturer(s) warrant products against defects in materials or workmanship as follows:

LABOR: For a period of __(see Note Below)__ from the original date of purchase, if manufacturer determines that the equipment is defective subject to the limitations of this warranty, manufacturer will replace or repair it at no charge for labor. Manufacturer warrants any such work done against defects in materials or workmanship for the remaining portion of the original warranty period.

PARTS: For a period of __(see Note Below)__ from the original date of purchase, Manufacturer will supply, at no charge, new or rebuilt replacement parts in exchange

for parts manufacturer determines are defective subject to the limitations of this warranty. Manufacturer warrants any such replacement parts against defects in materials or workmanship for the remaining portion of the original warranty period. (Note: "Parts" may include the antenna assembly, receiver, LNBF, remote control, or antenna mounting hardware. It does NOT include other parts purchased separately.)

This warranty "does not cover" installation of the system. If applicable, such installation will be warranted under a separate installation agreement.

This warranty "does not cover" consumer instruction, physical set up or adjustment of any consumer electronic equipment, remote control batteries, signal reception problems, loss of use of the equipment, or unused programming charges due to equipment malfunction.

This warranty "does not cover" cosmetic damage, damage due to lightning, electrical surges, fire, flood, or other acts of God, accident, misuse, abuse, repair or alteration by other than factory service, negligence, or improper or neglected maintenance.

Notes:

Warranty Period: Warranty period varies from one manufacturer to another and by item or product. You should contact the manufacturer yourself directly to check on their warranty period for their product before purchasing from our website.

JVI (or Trunk Millennium) are closeout products and do not come with a manufacturer's warranty. They are only covered by our 30 days return policy.

This warranty "does not cover" equipment sold AS IS, or WITH ALL FAULTS, auction sales, equipment removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, nor equipment purchased, serviced, or operated by other dealers.

Returning Instructions:

Non-returnable and non-refundable items

We don't accept returns or exchanges of the following items, unless it was received dead on arrival (DOA) and we must be notified using the RMA form below within 48hrs of receipt:

- **Rechargeable batteries.**
- **All remote controls.**
- **All switches.**
- **Satellite dishes.**
- **Service parts.**
- **Auction sales are final.**
- **Special buy or BARGAIN BIN clearance items.**
- **Labor or installation services are non-refundable.**
- **Shipping charges we incur to ship your order are non-refundable**

To return an item, simply complete the [Return Material Authorization \(RMA\) Number request form](#). No returned merchandise will be accepted without a valid return authorization number on the shipping label. To obtain an [RMA number](#), the customer should be prepared to give the following information:

1. Customer name and address
2. Serial number of the product
3. Description of the malfunction or defect, if any
4. Proof of date of purchase and/or receipt
5. Specifications concerning model number, and any options.

NOTE: A copy of your invoice or customer receipt is required with any warranty claims or returned items

Return merchandise for Repair:

1. Warranty work beyond 30 days from ordering date is provided by the manufacturer and/or their representative directly and not by us. When you got your order the first time, your item came with a warranty card and the address where to send it for repairs or warranty claim. Please contact the manufacturer directly for any warranty repairs.
2. Make sure you complete and return to the manufacturer the warranty registration card provided with your receiver purchase.
3. A **\$35** labor charge may be assessed on products or accessories returned for warranty repair in which no fault is found.
4. Customer is solely responsible if RMA Merchandise is damaged in shipping. Any such unit will be repaired at standard out of warranty rates.
5. Customer is responsible for shipping product back to our warehouse and customer is responsible for all shipping costs back to us.
6. We are not responsible for returned items lost during shipping. Make sure you have enough insurance coverage.
7. RMA numbers are valid for no more than 15 (fifteen) days from issue date.
8. Sadoun cannot guarantee that any RMA Merchandise will be delivered on a specific date.
9. Sadoun will attempt to ship RMA Merchandise within 5 to 10 working days of receiving the unit.
10. Merchandise will be considered abandoned if no contact with the customer can be made within six (6) months of receipt. At that time, the abandoned merchandise will become the property of Sadoun Satellite Sales

Return merchandise for Refund:

1. **NO RETURNS ARE ACCEPTED beyond 30 days from ordering date.**
2. All returned merchandise for refund must be in absolute perfect and new condition, in original carton with all manufacturers included accessories.

3. Any product that is returned without the promotional item(s) included with the original transaction (e.g. buy Satellite System, get free Signal Meter Kit;) will have the value of the promotional item deducted from the refund amount.
4. Minimum **restocking fee is 20%** for all returned merchandise.
5. Missing accessories will result in a reduced credit amount by the actual replacement cost of those items.
6. All warranty cards (if initially provided by the manufacturer) must be left blank.
7. Original merchandise box must not be defaced or altered in any way.
8. If products is purchased in new condition and returned in a condition such that it cannot be resold as new (damaged, scratched, with missing or damaged packaging, and/or missing parts), another **25% refurbishment** fee will be applied in addition to the restocking fee.
9. Merchandise initially returned as defective, whose defect cannot be verified, will incur a restocking fee as well as a freight charge for replacement shipment.
10. Merchandise initially shipped 'double-boxed' must be returned to us in like fashion.
11. Shipping charges we incur are not refundable unless the return is due to our error.
12. Purchaser is responsible for shipping / insurance to our warehouse. We are not responsible for returned items lost during shipping.
13. Your refund will be in the form of your original payment (on the same credit card as the original purchase) and will take up to 14 days to process. Depending on the cycle of your credit / debit card, it may take up to two cycles for the credit to be applied to your account.
14. Any freight damaged goods should be reported immediately within 5 days of receipt to UPS or FedEx.
15. Customers will receive less than full credit on any merchandise returned to sender as either refused or undeliverable (other than freight damaged goods) due to return shipping charges.



Packaging the unit:

- Use the original box and packaging materials if possible.
- If the original packaging is not available use a box that will allow for proper protection.
- **Include a copy of your invoice/receipt inside the package.**
- Returned merchandise without copy of invoice will **not** be serviced or processed.

Addressing the unit:

Address your package as follows:

TO:

Sadoun Satellite Sales
RMA# XXXXXXXX (the number is on your Return Authorization Form)
2747 Westbelt Dr
Columbus, OH 43228

The RMA # must appear on the outside of the package or our Receiving Department will refuse to accept the package.

NOTE: Warranty work beyond 30 days after purchase is provided by the manufacturer and/or their representative directly and not by us.

Shipping the unit:

- You are responsible to pay for shipping the unit to us.
- We recommend that you insure your package, as we cannot be responsible for any damage to or loss of the unit until it is received in our facility.
- The following shipping methods are recommended:
 - Federal Express, Airborne Express, UPS or other shipping service.
 - US Postal Service – Certified or Registered, Return Receipt Requested.