

If You Need Assistance

1. Call a TELUS Customer Service Call Centre at 310-MYTV (310-6988). Have your customer account number ready.
2. A TELUS Customer Service Representative (“Representative”) will attempt to troubleshoot any problem you may be having. The Representative will also determine whether the equipment is covered under the outlined warranty.
3. If the Representative cannot troubleshoot the problem over the telephone, and your receiver is within the warranty term, they will request that the receiver be sent to a TELUS authorized repair centre for service and a replacement receiver will be sent to your service address. However, if your receiver is beyond the one (1) year warranty from original date of activation, TELUS will charge you a replacement fee for any replacement receiver that will be sent to your service address. The replacement fee will vary depending on the model of out of warranty receiver that is being replaced. All applicable taxes, shipping and handling charges are extra and will be your responsibility. TELUS accessories such as remote controls have replacement fees attached to them depending on the model. Please ask the Representative for more details.
4. Once the replacement receiver arrives, you are to ship back the defective TELUS hardware using the pre-paid shipping waybill provided to you.
5. Returned equipment must be packaged properly, using either the original shipping materials or the box that your replacement came in. Follow the instructions provided to you with the replacement equipment that was shipped to you.
6. If you are returning a TELUS receiver, you must return the Smart Card with the receiver if applicable. If you do not return the Smart Card with the receiver, a fee will be assessed against your TELUS account.
7. If you do not return the defective item to the address outlined on the pre-paid shipping waybill within 20 days you will be charged the full market value of that item on your TELUS programming account.

What We Will Do

- The equipment you return will be evaluated to determine if the defect is covered under the outlined warranty.
- If the defective equipment is not covered under the outlined warranty, you will be charged a replacement fee for the replacement receiver. All applicable taxes and shipping and handling charges will also be charged to you.
- If the equipment is or has become defective as a result of it being used to receive signals that were not authorized by TELUS, in whole or in part, you will be charged the TELUS replacement cost for the replacement unit, all applicable taxes and shipping and handling charges.

Limited Warranty for Satellite TV Hardware

This limited warranty is a legal document. Keep it in a safe place. This limited warranty relates to your satellite receiving system hardware only. This limited warranty is administered by TELUS Communications Company (“TELUS”), as warranty supervisor, on behalf of the manufacturer. All claims made under this limited warranty must be made to TELUS only. If you make a claim under this limited warranty directly to the manufacturer, it will be forwarded to TELUS, as warranty supervisor, for processing.

What the Warranty Covers

This warranty extends only to the original user of the equipment and is limited to the purchase price of each part. This satellite receiving system is warranted against defects in materials or workmanship as follows:

- **Labour:** For a period of one (1) year from the original date of activation, if we determine that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labour. Such work done is warranted against defects in materials or workmanship for the remaining portion of the original warranty period.
- **Parts:** For a period of one (1) year from the original date of activation, we will supply at no charge, a replacement of equal or greater value in exchange for parts determined to be defective subject to the limitations of this warranty. Such replacement parts are warranted against defects in materials or workmanship for the remaining part of the original warranty period. *Note:* “Parts” means items included in this package, which may include the antenna assembly, receiver, LNBF, remote control, or antenna mounting hardware. It does not include other parts or non TELUS branded accessories purchased separately.

What the Warranty does not Cover

- This warranty does not cover replacement of lost, stolen, or damaged smart cards.
- This warranty does not cover installation of the satellite TV system.
- This warranty does not cover consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.
- This warranty does not cover cosmetic damage, damage due to lightning, electrical or telephone line surges, fire, flood, or other acts of God, accident, misuse, abuse, modification, tampering, repair or alteration by other than authorized factory service, use of accessories not recommended or endorsed by the receiver manufacturer, negligence, commercial or institutional use, or improper or neglected maintenance.
- This warranty does not cover equipment if used to receive signals other than those authorized by TELUS, in whole or in part.
- This warranty does not cover equipment sold AS IS or WITH ALL FAULTS, shipping and handling, removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, or equipment purchased, serviced, or operated outside Canada.

Legal Limitations

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. TELUS (ITS AFFILIATES AND THE DIRECTORS, OFFICERS AND EMPLOYEES OF THE FOREGOING, INCLUDING THE WHOLESALER AND MANUFACTURER) SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS SYSTEM, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS SYSTEM. UNDER NO CIRCUMSTANCES SHALL THE LIABILITY OF TELUS (ITS AFFILIATES AND THE DIRECTORS, OFFICERS AND EMPLOYEES OF THE FOREGOING, INCLUDING THE WHOLESALER AND MANUFACTURER), IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SATELLITE TV SYSTEM, REGARDLESS OF THE THEORY OF LIABILITY ASSERTED (INCLUDING NEGLIGENCE). EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY CONDITION OR IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. TELUS RESERVES THE RIGHT TO REFUSE TO HONOUR THIS WARRANTY IF IT DETERMINES ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS SYSTEM NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO SERIAL OR CONDITIONAL ACCESS NUMBERS, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE RECEIVER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON WITH THE EXCEPTION OF OPENING THE SMART CARD ACCESS DOOR ON THE RECEIVER FRONT PANEL.