

One-Year Limited Warranty

Iowa Lakes Electric Cooperative receives WildBlue equipment through a third party who manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices. Iowa Lakes Electric Cooperative warrants that the following hardware products supplied by WildBlue to you will be free from defects in materials and workmanship: the satellite modem, power supply and outdoor unit (including the antenna and the transceiver). The limited warranty term is one year, beginning on the date of installation of the equipment.

This limited warranty does not cover damage or affected operation of equipment covered by this Limited Warranty resulting from external causes, including accident, acts of God, abuse, vandalism, misuse, problems with electrical power, servicing not authorized by Iowa Lakes Electric Cooperative, unauthorized disassembly or opening of components (including the modem or transceiver), usage not in accordance with product instructions, failure to perform reasonable required preventive maintenance, and problems caused by use of parts and components not supplied by Iowa Lakes Electric Cooperative. This limited warranty does not cover any items that are in one or more of the following categories: software; external devices (except as specifically noted); accessories or parts added to a WildBlue system after the system is installed by Iowa Lakes Electric Cooperative and accessories or parts that are not installed at the factory.

During the one-year period beginning on the date of installation, Iowa Lakes Electric Cooperative will repair or replace products covered under this limited warranty that are returned to Iowa Lakes Electric Cooperative's designated address. To request limited warranty service, you must contact Iowa Lakes Electric Cooperative, toll-free, at (800)665-4532 within the limited warranty period. If service to the satellite modem or power supply is required pursuant to the limited warranty, Iowa Lakes Electric Cooperative will ship new or reconditioned replacement products to your address in the continental US, freight prepaid. Iowa Lakes Electric Cooperative will pay to have the defective equipment shipped to Iowa Lakes Electric Cooperative's designated address. If you do not do so or if the returned merchandise is not received in good condition (less the repair issue for which you originally sought limited warranty service) you will be responsible for paying the full list price of the equipment that was sent as a replacement.

If your WildBlue-supplied outdoor unit requires service under this limited warranty, Iowa Lakes Electric Cooperative will not charge for any labor costs we incur to repair or replace it (or any component of it) within the first year after the initial installation. Iowa Lakes Electric Cooperative will not cover the cost of the new equipment or on-site labor cost if damage is a result from external causes, including accident, acts of God, abuse, vandalism, misuse, problems with electrical power, servicing not authorized by Iowa Lakes Electric Cooperative, unauthorized disassembly or opening of components (including the modem or transceiver), usage not in accordance with product instructions, failure to perform reasonable required preventive maintenance, and problems caused by use of parts and components not supplied by Iowa Lakes Electric Cooperative. Iowa Lakes Electric Cooperative will provide on-site labor at its standard rates and an estimated charge can be given prior to the work, based on the type of the replacement. Iowa Lakes Electric owns all parts removed from repaired products. Iowa Lakes Electric Cooperative uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Iowa Lakes Electric Cooperative repairs or replaces a product, its limited warranty term is not extended.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. IOWA LAKES ELECTRIC COOPERATIVE'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS LIMITED WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE ONE-YEAR LIMITED WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER SUCH PERIOD. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

IOWA LAKES ELECTRIC COOPERATIVE DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS LIMITED WARRANTY STATEMENT OR ANY LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.