

ENERGIZE SAT

Customer Service Agreement

Effective date: July 14, 2026

7219 Forest Ave, Ridgewood, NY 11385 | (888) 262-6753 | info@energizesat.com

IMPORTANT: Submitting a repair request or sending a device does not authorize repairs, parts orders, or payment. A separate written estimate and customer approval are required before repair work begins.

1. Parties and contact information

This Customer Service Agreement ("Agreement") is between Energize Sat, located at 7219 Forest Ave, Ridgewood, NY 11385, telephone (888) 262-6753, email info@energizesat.com ("Energize Sat"), and the customer identified in the repair request, estimate, invoice, or related service record ("Customer").

2. Repair request and diagnostic authorization

The Customer may submit a repair request online, by telephone, by email, or in person. A repair request authorizes Energize Sat only to communicate with the Customer and perform reasonable diagnosis needed to prepare a written estimate. The request does not authorize repair work, parts orders, or repair payment.

3. Written estimate and customer approval

After diagnosis, Energize Sat will provide a written estimate identifying the recommended work, estimated price, applicable shipping or service charges, and estimated turnaround. Energize Sat will not begin repairs or order parts unless the Customer approves the estimate in writing by email, text message, electronic acceptance, signed authorization, or another written method accepted by Energize Sat.

If further diagnosis reveals additional work or a material price change, Energize Sat will send an updated estimate and obtain additional written approval before performing the added work.

4. Payment timing

Repair payment is collected only after the Customer approves the written estimate. Payment is required before approved repair work begins. The full approved balance, including approved return-shipping, insurance, or other charges shown on the estimate, must be paid before the repaired device is returned or shipped.

No repair payment is collected merely because the Customer submits a repair request or sends a device for diagnosis.

5. Estimated turnaround

Diagnosis and preparation of the written estimate are normally completed within 1-3 business days after Energize Sat receives the device. Approved repairs are normally completed within 3-10 business days after written estimate approval and payment.

These timeframes are estimates and not guarantees. Parts availability, additional damage, customer-response delays, carrier delays, severe weather, or other circumstances outside Energize Sat's reasonable control may extend the timeline. Energize Sat will communicate significant known delays.

6. Declined estimates and cancellation

The Customer may decline the written estimate, in which case no repair work will be performed and no repair payment will be collected. The Customer remains responsible for agreed inbound and return-shipping costs.

After estimate approval, cancellation or refund may be available only if work has not begun and parts have not been ordered, opened, installed, or committed. The Refund Policy controls refund eligibility.

7. 30-day limited repair warranty

Energize Sat provides a 30-day limited warranty on approved repair labor beginning on the date the repaired device is delivered to or collected by the Customer. The warranty applies only to the same problem and specific repair listed on the approved estimate and final invoice.

If the same covered problem returns during the warranty period because of Energize Sat's workmanship, Energize Sat will inspect the device and, when appropriate, repeat the covered repair labor without an additional labor charge. The warranty excludes unrelated or new problems, accidental or liquid damage, misuse, malware or reinfection, data loss, normal wear, customer-supplied parts, third-party repair, unauthorized modification, and shipping damage outside Energize Sat's control. Replacement parts are covered only by any applicable manufacturer or supplier warranty.

8. Customer data and device condition

The Customer is responsible for backing up data before service whenever possible and for removing confidential information. Diagnosis or repair may involve a risk of data loss. The Customer must disclose known physical, liquid, electrical, or prior-repair damage and provide access credentials only when reasonably needed.

Energize Sat is not responsible for pre-existing damage, hidden defects, unrelated failures, or loss of data except where required by law.

9. Shipping

The Customer must obtain shipping instructions before sending a device. Unless otherwise agreed in writing, the Customer is responsible for secure packaging, inbound shipping costs, insurance, and transit risk to Energize Sat. Return-shipping terms and charges will be disclosed in the written estimate. The Shipping Policy is incorporated into this Agreement.

10. Acceptance of agreement

By approving a written repair estimate, the Customer confirms that the Customer reviewed and accepted this Agreement, the approved estimate, the Refund Policy, the Shipping Policy, the Repair Warranty, and the Terms & Conditions. No verbal statement changes these terms unless Energize Sat confirms the change in writing.

11. Contact and questions

Questions about this Agreement may be directed to Energize Sat at (888) 262-6753, info@energizesat.com, or 7219 Forest Ave, Ridgewood, NY 11385.

Customer acknowledgment at estimate approval

By approving the written estimate, the Customer acknowledges this Agreement and should retain copies of the Agreement and approved estimate for the Customer's records.