



\* TV Box Units are not transferable. Any change of ownership must be reported to ITC Global Media for Approval. \*

## Company Policy

ITC Global Media has an “all sales are final” policy (**No Returns, Exchange Only**). Before making your final purchase please consult with our sales staff to see which product is right for you. Also Customers are only allowed to return products when they are defective, damaged or non-ordered products, and only with a Return Material Authorization (RMA) number. You will not be credited if you decide to box it up and send it back to us without an existing RMA number or any prior communication with our tech support department. RMA number must be assigned for all returns. Any product that is shipped to us without an RMA number will be refused and sent back to sender.

## Credit Card Disputes

Before you contact your credit company to remove a charge you don't recognize on your bank statement, phone the telephone number next to the transaction to investigate the charge. Credit card disputes, known as "chargebacks" in the industry, take time and energy to get reversed. In most cases it was not a fraudulent charge; the credit card holder has simply forgotten about the charge.

## We take chargebacks seriously!

If you contact your credit card company to remove a charge without calling us; or if you contact them to dispute the charges because we overrode your decision for "no signature" to "signature required"; or if you dispute the charges because you didn't want to make arrangements to sign, redirect, or pick up the package; or if you dispute the charge because someone in the household received the package and you were not made aware of it; or if you dispute the charge because you didn't want to wait for our refund check to arrive; or if you dispute the charge on items that were returned without an authorization; we will take action to reverse the chargeback.

If our action to reverse the chargeback is successful, a bill for an administrative fee of \$55 to process the chargeback reversal will be sent to you. If we are unsuccessful in our action to reverse the chargeback, we will send you a bill for the original order amount plus a \$55 administrative fee.

If a package was refused and sent back to us, the original shipping cost along with the return shipping will be added to the bill. If the date of product return exceeds our 30-day Return

Policy, a 15% restocking fee will also be added. In either case, if the bill is not paid to us within 30 days, it will then be turned over to a collection agency. If the bill is not paid within 30 days after you've been contacted by the collection agency, your account will be reported to all credit bureaus as a delinquent collection account. This will stay on your credit record for at least seven years.

In cases where the chargeback is clearly fraudulent and with ill intent to get merchandise without paying for it, we will file a report with your local police and sheriff's department. If the product was delivered within the US or to a Post Office Box, we will file a complaint for criminal mail fraud with the US Postmaster.

Please call us first to investigate a transaction you don't recognize before contacting your credit card company to remove the charge.

Your transaction will appear on your bank statement as "**ITC**"

## **Our Guarantee**

We want you to have a great experience purchasing products through our site. If for any reason, you are not satisfied with the merchandise or receive a damaged or defective product, please email us at [tvbox@itcnetwork.tv](mailto:tvbox@itcnetwork.tv) with a description of the problem. At our discretion we will try to work out the details so they are satisfactory for all parties involved.

## **Billing Dispute and Refund Policy**

Customers have 30 business days from the date of an invoice or charge to dispute that invoice or charge; after that time the customer will be deemed to have waived any objections to that invoice or charge.

## **Limited Warranty Information**

ITC Global Media products come with a 1-year limited warranty from the date of purchase. ITC Global Media warrants in good operating condition for the warranty period. This warranty does not include non-ITC Global Media installed components. If the ITC Global Media product malfunctions during the warranty period, ITC Global Media will, at its discretion, repair or replace the product at no charge, provided the product has not been subjected to misuse, abuse or non-ITC Global Media authorized alterations, modifications or repairs. When returning a product, include your RMA number. Return requests cannot be processed without RMA number.. Shipment of returned product to ITC Global Media is the responsibility of the purchaser. All expressed and implied warranties for the ITC Global Media product line including, but not limited to, the warranties of merchantability and fitness for a particular purpose, are limited in duration to the above period.

Under no circumstances shall ITC Global Media be liable in any way to the user for damages, including any lost profits, lost savings or other incidental or consequential damages arising out of the use of, or inability to use, the ITC Global Media products. ITC Global Media reserves the right to revise or update its products, software, or documentation without obligation to notify

any individual or entity.

Technical Support and firmware upgrades for ITC Global Media products are restricted to the country/region of purchase.

Please refer to the ITC Global Media Support Information received with your product purchase.

### This warranty is void if:

- The product was operated/stored in abnormal use or maintenance conditions;
- The product is repaired, modified or altered
- The product was subjected to abuse, neglect, electrical fault, improper packaging, accident or acts of nature;
- The product was installed improperly;
- The serial number of the product is defaced or missing;
- The tamper seal on the casing is broken.
- The product is upgraded with firmware not applicable to region of purchase.

*To protect against **power surges** and power outages, we strongly recommend that you use power surge protection and UPS solutions suitable for your situation.*

Any failure related to power adapter or NIC (Network Interface Card) are not covered by the warranty. Per our Limited Warranty agreement, we don't cover the units that are defective per misuse. |

- Returns must be shipped freight prepaid. All return shipping charges are your responsibility.
- ITCGM requires pre-authorization for the return of all products. Products not authorized for return shall be sent back to you at your expense.
- ITCGM will not be liable for any loss of or damage to unauthorized return items.
- ITCGM will repair or replace the products, and we will ship all products via UPS Ground or a carrier of ITCGM's choice.
- Damaged products will be returned "AS IS" by UPS Ground, freight collect.
- We will ship, at your expense, via any express carrier service you request. When you request a carrier other than ITCGM's carrier of choice, you will bear risk of loss and freight expenses for such shipments.
- Please allow between 7 to 14 working days before we can ship you the repaired or exchanged unit.
- Please do not forget to Send the RMA Request form along with your unit in the same box.

## Warranty

- All Products come with 1 year Manufacturer's warranty. You may elect to purchase our extended warranty.
- \$99 dollars for 3 years extended warranty from the date of purchase.

## Tech Support

- We provide you with Technical Support by phone for the first 90 days free of charge. You may elect to purchase extended by phone tech support.
- \$50 per year 8 am to 4 pm 5 days a week. (Mon-Fri)

## RMA Criteria (Defective, Damaged Units Only)

- Products must have been purchased directly from ITC Global Media.
- Products must be in it's original undamaged box with no item missing and no plastic or paper seal broken.
- RMA is only issued when unit is **defective or damaged** and it will be exchanged as soon as we receive the unit back.
- ITC Global Media will only exchange returned products with a Return Material authorization (RMA) number.
- Out-of-Policy requests are subject to acceptance by ITC Global Media and a re-stocking fee of 35% may be applied.

If you did not purchase the product directly from ITC Global Media or its distributors listed on our website, please refer to your distributor or reseller's point of contact where you purchased the products.

## Return Procedure:

- Before calling for an RMA number, please make sure that you have correctly followed the installation instructions and operating procedures for the products that are located in the user's guide.
- Call our Return Merchandise Authorization (RMA) department and request an RMA Request Form.

**LOSS/DAMAGE:** ITC will not be liable or responsible for loss, misdelivery, damage and/or delay of goods or any products sent to ITC' address.

**INSURANCE:** It is shippers/customer's sole responsibility to obtain additional insurance and pay the additional premium.

**CLAIMS:** It is shipper/customer's sole responsibility to file a claim with the carrier. In case of loss, misdelivered, damage or delay, shipper/customer needs to contact the carrier to file a claim to receive compensation or to recover the lost package.

Please use a trackable carrier such as UPS or FEDEX to insure proper delivery and tracking.

- On the RMA Request Form, make sure you have the following information: Contact name;

Contact phone and fax number; E-mail address; ITCGM product part number; Serial number for each product returned; Complete description of the technical problems for each product returned.

- **RMA number should be clearly written on the shipping label and the label placed on the shipping box.**

- All unlabeled, mismarked or illegibly marked products will be refused or returned “AS IS” by UPS Ground, freight collect.
- All packages which appear to be damaged at the time of delivery to ITCGM will be refused “AS IS”.
- Please be assured that the products sent to ITCGM are the same products for which the number was issued. If the products do not match the products under the assigned RMA number, ITCGM will return all products by UPS Ground, freight collect.
- No return accepted without an RMA number, absolutely no exceptions.
- **RMA number is valid for 7 calendar days after authorization. We reserve the right to refuse returned item(s) beyond 7 days from the date RMA number is assigned.**

## Shipping Policy

All orders are shipped within the first 24-72 hours of the transaction unless the product is out of stock which in that case customer will be notified and correct ETD or estimated time of delivery will be given to the customer.

We use UPS United Parcel Service for all United States and Canada and USPS United States Postal Service for other regions.

- If you decide to exchange the (Non defective) unit for another high/low end model you will be charged a 15% restocking fee if the product is returned in new in box condition. You will be responsible for all (both ways) shipping charges. If you are exchanging the unit for high end model you may have to pay the difference and we may charge your credit card on file to satisfy the transaction. On the other hand if you decide to downgrade your unit to a lower end model we will credit you the difference less shipping charges.

- **For Exchange Only: Please return the product with the manufacturers packaging and accessories in good condition along with Exchange RMA# .** We will be forced to levy additional surcharges for products that are returned in used condition and/or have damaged, scratched or missing packaging or accessories. If the product is returned with missing or damaged packaging or accessories an additional 25% surcharge may be assessed.

- Shipping charges are not refundable.

## Fees and Disclosures

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### Summary of Fees:

Returned Payment Fee	\$10.00
Late Fee (Per Month)	\$5.00
Reconnect Fee	\$25.00
Disputed Charge Fee*	\$55.00

### Important Payment Information

Payment must be received by the due date. In order to ensure timely and accurate crediting of your account, please enclose the payment coupon with your payment. Please write your account number on your check or money order as and return in the envelope. You can also use your credit card to get your payment to us immediately.

### Reconnect Fee

A \$25.00 reconnect fee must be paid before service will be reactivated.

### Important Information

Your TVBOX is designed to provide a wide array of entertainment and information. To ensure the greatest level of service at all times, you will need to have your TVBOX connected to a Router and router needs to be connected to a DSL line or Cable Modem. Some Internet Service Providers do provide a built in 4 port router/modem. Please contact your DSL/Cable Modem service provider for more information.

If customer has a broadband connection through their provider it's as easy as plugging in a CAT5 (Ethernet Cable) into their TVBOX. Our Phone Tech support team will help you during the process to hookup; however, customers may have to refer to their specific network admin for specific hookups (via Router, Hub, etc?). You may need to hire an installer to work around the network problem. The unit is designed to work within the first 5 seconds once is plugged in however if you have any existing network issues such as wiring problem, defective, outdated or a non working router we won't be able to help you and this is out of our tech support scope.

All units come with a 1 Year factory limited warranty and 3 months of Free phone tech support. Please refer to our warranty/support section.

### Explanation of Fees

Returned Payment Fee : **\$10.00**

You will be charged a \$10.00 returned payment fee, subject to applicable law, for payments returned by your bank. This fee is charged to the account when a customer's check or a credit card is returned due to non-sufficient funds. This fee is also charged when a customer chooses to stop payment on a credit card or a check, or if the bank account is not valid (not found). Your service may be interrupted due to an owing balance on your account.

### Late Fee and Deactivation of Service : \$5.00

Any outstanding fees are automatically charged to the customer's account 30 days after the billing date if the bill has not been paid in full. The amount due must be paid in full each month. When mailing payments, please allow 7-10 business days for payment to reach us and be posted to your account. If payment is not received on or before the due date indicated on the statement, you will be subject to a \$5.00 administrative Late Fee that will appear on your next statement. We do not extend credit to our customers, and the Late Fee is not interest or a finance, credit service or similar charge. Service may be deactivated for non-payment at our sole discretion. All outstanding balances, an amount equal to at least one month's advance charges, and a \$25.00 reconnect fee must be paid before service will be reactivated.

### Reconnect Fee : \$25.00

Charged and collected at the time a customer wants to restart services after a permanent disconnection (due to nonpayment). This fee will be collected up front at the time of restart.

### \*Disputed Credit Card Charge Fee : \$55.00

\*If customer decides to place a dispute on a credit card transaction and later it was proven by the Merchant and the financial Institution that the charge in fact is valid then a charge of \$55.00 Chargeback fee will be collected along with minimum penalty of \$5.00 for each month that the payment was disputed and held by the financial institution and \$25.00 reconnect fee. Once we receive or notified by your financial institution that a charge has been disputed we will have no choice but to suspend the service until the matter is resolved. If the matter decided by the financial institution in your favor then we will waive all the fees above. Customer is still responsible to return the TVBOX unit to ITC Global Media within 24 hours after the chargeback has been concluded via a traceable shipping service such as UPS or FEDEX and customer also is responsible to purchase additional insurance in case of damage to the unit during shipment.

Customer shall email or fax us the tracking information. If customer fails to return the equipment then ITC Global Media has no choice but to reinforce the charge back to customer's account or place the account for immediate collection which will result in a negative report by 3 major credit bureaus. (Collection fees will be applied to the existing unpaid customer's balance). Any unreturned, Unpaid unit remains the property of the ITC Global Media and keeping the unit indicates that the customer's initial dispute was invalid. All fees will be collected at the time a customer wants to restart services after a permanent disconnection (due to nonpayment or suspension). This fee will be collected up front at the time of restart.

### Cancellation Policy

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ITC Global Media requires 30 days advance notice on cancellations (to give us time to make sure your account is properly disconnected at the right time, to wrap-up any remaining billing issues, and most importantly, to ensure you are not billed for the next payment period). No Prorate for requests between the billing cycle or before the 30 days CANCELLATION notice. If you ever decide to cancel your account, just send us an email to: [tvbox@itcnetwork.tv](mailto:tvbox@itcnetwork.tv) with your request for cancellation and your service will be discontinued at the end of your next complete billing month.

All cancellations requests must be submitted via email to our billing department using our email address [tvbox@itcnetwork.tv](mailto:tvbox@itcnetwork.tv) .

You must include your account First Name, Last Name, Phone Number, Account Number and the reason you are canceling your account in your email. Please always keep a copy of your CANCELLATION notice which stays in your SENT section of your email program for future reference.

To insure proper service to our customers we do not accept CANCELLATIONS by phone and must be documented such as email service. In the event of dispute, the copy of your email is your only resource to back track the CANCELLATION request.

### **Third Party Providers**

You agree that certain services may be provided by third party providers of ITC Global Media and that your use of such services may be subject to further agreements, policies, terms, and conditions in addition to those contained or referenced in this Agreement.

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