



TERMS AND CONDITIONS

Dish Disposal, LLC (“Dish Disposal” or “we” or “us”) is the facilitator of satellite dish and antenna removal services (the “Services”) between you (“You” or “Customer”) and our local sub-contractor (herein after “Authorized Partner”). The terms and conditions of our services (“Agreement”) are, and you as our Customer understand and agree as follows:

1. When quoting our Services to you we rely on your description and location of the satellite dish or antenna. If the satellite dish or antenna is larger than described or if the location of the satellite dish or antenna is located more than 25 feet above ground level or is not reachable by ladder then additional charges will apply. We will discuss these additional charges with you prior to proceeding with the Services. Should you choose not to proceed with the additional charges you will be given a full refund. The details of our Services and the prices thereof are confirmed to you via email.
2. Our Authorized Partner, while at your location, will perform our standard scope of work in a first-class manner following industry best practices as follows:
 - Authorized Partner will provide their own transportation to and from your location.
 - Authorized Partner will remove the satellite dish or antenna from all mounting brackets and supports. Mounting brackets and supports penetrating Customer's roof WILL NOT BE REMOVED and will be left in place unless specified on the order. Mounting brackets and supports attached to any wood facades or siding will be removed.
 - Authorized Partner will remove all coaxial cabling from the exterior of the building from the point where the cabling enters the building back to the dish or antenna. Authorized Partner will not remove any interior cabling.
 - Authorized Partner will patch any and all holes created by the removal of the dish, antenna, or coaxial cable with a commercial grade poly-urethane exterior caulk rated for appropriate weather conditions in the area to accomplish a functional patch of any holes.
 - Authorized Partner will transport and recycle/dispose of the satellite dish, antenna, coaxial cabling and any other material in accordance with all applicable local, state, and federal environmental and regulatory regulations.
3. Commercial grade poly-urethane exterior caulk used to seal holes, but the surface WILL NOT be painted, may be visible, and may not match other surfaces.
4. Additional work beyond the stated scope of work above is not provided, including but not limited to: interior wiring removal, digging up of any ground-mounted posts or placement of new roofing shingles or tiles.
5. Neither Dish Disposal, LLC, nor our Authorized Partner, performed the original installation and, as such, are not responsible for any improper or extraordinary methods used during the original installation of the satellite dish or antenna.
6. Any original roof warranties may have been voided when the satellite dish or antenna was installed.
7. You are the property owner, or have permission from the Landlord, Property Manager, or Owner for us to perform the Services.
8. Authorized Partner is an independent contractor of Dish Disposal not an employee, partner, or agent.
9. All Authorized Partners are duly licensed, bonded, and/or insured as required by the local jurisdiction.
10. You may cancel your order with Dish Disposal at no cost only if the cancellation request is submitted within 24 hours of placing the order. Cancellation requests after 24 hours will incur a cancellation fee of 33% of the quoted cost to cover the administrative and scheduling expenses incurred by Dish Disposal.
11. The terms of this Agreement shall be governed by the laws of the State of Tennessee and the venue for any disputes shall fall under the jurisdiction of the Courts of Wilson County, Tennessee.
12. At Dish Disposal we stand behind our work and your satisfaction is guaranteed. If within 14 days of the date of your service you are not 100% satisfied with the work our Authorized Partner has done for you please contact us at 800-381-2851 and we'll schedule a second appointment to achieve your satisfaction.