

BIGSTATE ELECTRIC LTD WARRANTY AND RETURN POLICY

Warranty- Standard cable installation will carry a limited 1 year warranty on parts and labor from the date of installation. Damages caused by human error, vandalism, natural disasters, rodents, or any external source other than normal wear and tear are not covered under warranty. To obtain warranty work on an installation installed by Big State Electric, simply call our office at 210-735-1051 and ask for Darin Pape or a telecom division project manager and we will schedule a time for repair. Large installations may be eligible for extended warranty from 15 years to life on materials and include a warranty from the manufacture. If this is the case with your installation you will be provided with paper work at the end of the job containing all pertinent warranty information specific to your address of installation.

Return Policy- Materials purchased through Big State Electric that are returned by the customer within 30 days of purchase are subject to a 20 percent restocking fee for all standard in stock items. Special order items may not be returned. These items will be disclosed to the customer before purchase if they fall into this category. Special order items consist of equipment not normally kept in stock by the distributor.

Materials used for data cable or fiber or copper backbone that have been installed can not be returned.