

Tesco/WildBlue Surge Warranty Process

Consumer contacts TESCO immediately upon an apparent surge protector failure. Failure is indicated when one or more of the failure status lights are “out”. Please read and understand the Tesco /WildBlue Surge Warranty Process and Limited Product Warranty for Residential Customers. This is not an insurance policy.

Any failed Tesco device damaged by surge under the terms of the Tesco Residential Limited Product Warranty will be considered valid. The Tesco device will be replaced free of charge. Damage to connected equipment will be handled per the terms of the Tesco Limited Product Warranty for Residential Customers.

If applicable, Tesco, having received all necessary documentation, the failed surge protector, repair estimates and repair invoices, will reimburse the consumer for necessary repair or replacement costs of covered products with like kind, quality and features.

The damaged Tesco surge protector shall be sent to Tesco, freight prepaid, within 30 days of the apparent damage.

All valid warranty submittals will be paid according to the Tesco Residential Limited Product Warranty for Residential Customers.

THE PROCESS:

Initial failure, DOA at time of install, units are handled by Cooperative through NRTC RMA process.

In Service failures are handled under the following process:

CONSUMER NOTIFIES TESCO (800-426-2826) WITHIN 30 DAYS OF AN APPARENT SURGE PRODUCT FAILURE.

