

<b>Tech-Go.com®</b> Main # +1-800-404-3093 Email <a href="mailto:sales@Tech-Go.com">sales@Tech-Go.com</a> Fax +1-404-671-9419	<b>Tech-Go® Technology Rental</b> <small>Serving Customers since 1999</small> <b>Satellite Phone Rental Agreement</b> <b>Featured in the Wall Street Journal 04-01-09</b> Also GPS units, Laptops, Satellite phones, Radios and more! We ship same-day. Best Prices on the Web! Refer a Friend who orders and earn \$10	
	<b>Satellite Phone Rental Agreement</b> <b>Featured in the Wall Street Journal 04-01-09</b> Also GPS units, Laptops, Satellite phones, Radios and more! We ship same-day. Best Prices on the Web! Refer a Friend who orders and earn \$10	

Step 1.	Complete On-line Order Form - <a href="#">Click to go back to Order Form</a>
***Step 2.	Fax or Scan PDF & Email Back the Signed Rental Agreement (below) with Photo ID. Please call us 30 minutes or more after faxing to verify we have received the fax.

## Tech-Go Agreement

### Terms and Conditions - Satellite Phone Rental

Sign and fax with Photo ID to 1-404-671-9419

**Payment (credit cards only)**

- Always fax the completed and signed rental agreement and copy of US Driver's License or Passport.
- Non-USA issued credit cards also require legible photocopy of front and back of card.

MasterCard  VISA  American Express

Card Number:  Expiration:

Card Code CVV2 (see example on cards below):



Print Name as it appears on card:

**PRINT THIS PAGE**

Signature (required): \_\_\_\_\_ Date: \_\_\_\_\_

Agrees to all terms and conditions listed on Rental Agreement including authorization for credit card charges.

Tech-Go(c) Rental Agreement Terms and Conditions

**(Initial \_\_\_\_\_) 1. TERMS** - "Client" refers to person signing agreement and any other party(s) involved. Tech-Go rents client equipment identified within agreement and in consideration thereof client agrees to the following Terms and Conditions. All clients are completely liable for all charges. Faxed signature on agreement serves as an original signature with all rights thereof enforces. Presentation of false, fictitious or misleading identification or information is an intention to commit larceny and/or fraud. By signing this contract, client agreed to all charges and all terms and conditions as stated. Agreement is not assignable and it constitutes entire agreement between Tech-Go and client. There are no other representations, conditions, warranties, guarantees or collateral agreements, expressed or implied, statutory or otherwise, concerning rental equipment, its use, or this agreement, other than set forth herein. Agreement between client and Tech-Go is governed and interpreted by the laws of Delaware. Client will redeem and hold Tech-Go harmless from and against all claims, loss, liability for any direct, special or consequential damages as a result of client's use, custody, control, possession, and operation of equipment. Rental equipment will remain property of Tech-Go. Client acquires no rights other than temporary use. During rental period no change in service, repair service or replacement part is authorized without written approval from Tech-Go. Operation of any radio transmitting equipment, including cellular telephones, may interfere with the functionality of inadequately protected medical devices. Consult a physician or the manufacturer of the medical device if you have any questions. Other electronic equipment may also be subject to interference. Do not drive vehicles while operating a wireless phone.

**(Initial \_\_\_\_\_) 2. CANCELLATION** - To cancel an order after signed agreement is provided to Tech-Go, Client must a) prior to shipment date provide written notification via fax with cardholder's signature and re-confirmation of acceptance of cancellation fee, and b) receive Tech-Go's written confirmation and acceptance of cancellation notice and Client's acceptance of cancellation fee. If received and accepted in writing prior to shipment date, a \$100 per phone or 20% of total minimum invoice amount, whichever is greater, cancellation fee will be imposed. If rental cancellation notice is not received and accepted in writing prior to shipment date, cancellation is not accepted and contracted rates will apply based on the later of a) expected return date plus shipping on order form or b) date equipment is physical received at Tech-Go with minimum periods selected by Client (weekly or monthly). Client is responsible for equipment, including any actual usage charges, minimum usage as required by order form or other charges incurred, until equipment is received complete at Tech-Go. Tech-Go is not liable for direct, special or consequential damages as a result of equipment, performance or use of equipment including claims based on failure to honor a telephone reservation requested by client. Tech-Go may terminate agreement without notice to client at any time.

**(Initial \_\_\_\_\_) 3. CREDIT CARD AUTHORIZATION AND DEPOSIT** - Client authorizes Tech-Go to process credit card vouchers in client's name and pay for all charges incurred under the terms and conditions of this agreement. Client has read contract, understands and agrees with all terms and conditions and indicates so by completing the on-line application and signing this rental agreement. Client authorizes charges of replacement values listed in this agreement as well as applicable rental fees, usage, shipping, etc.. Any deposits charges in excess of final invoice amount are refundable (minus all invoice charges) when the equipment is returned in good working condition and final billing is available (typically within 90 days of receipt of Equipment). Prior to dispensing the phone, the following deposits per unit will be charged on the provided credit card with details on order form: \$200 to \$300 deposit for Basic Handheld, \$300 to \$500 for Executive handheld, \$500 to \$1,000 for High Quality Voice and Slow Data, and \$3,000 for High Quality Voice and Fast Data. These charges will be considered equipment and service deposit and Client's charges will be netted against this deposit typically within 90 days after the equipment is received at Tech-Go's offices. Additional services or equipment or longer rentals may incur additional deposits as detailed on order form. All charges will be totaled and deducted from deposit and balance will be charge to provided credit card or refunded via check.

**(Initial \_\_\_\_\_) 4. BILLING** - Charges including rental, usage, shipping, and tax can be due and payable anytime during or after the rental period. Client agrees to pay applicable rental charges and any other applicable fees (such as but not limited to shipping and usage minimums) in advance prior to shipment to Client's designated shipping address. Interim billing may be arranged on rentals more than 30 days. If not, usage can be billed weekly for daily or weekly rental charge at the contracted rate plus an estimated rate of minimum minutes for the plan selected by the Client on the on-line order form. Use of credit, prepaid/debit or any type of calling cards to make international or domestic long distance calls will also incur cellular airtime charges at the contracted per minute rate indicated on this agreement. Client's submission of order and signed rental agreement is Client's acceptance of rental and related rental, usage, shipping, tax and other charges. Charges placed on credit card are considered non-refundable charges although Client's final total charges will be netted against all credit card charges and charged or credited to Client's card as appropriate. Final invoicing and charges or credit are expected to be completed within 90 days after the rental unit is received by Tech-Go to insure complete billing although Client will be billed on a delayed basis for any charges Tech-Go becomes aware of after our final billing. All clients subject to final credit card billing.

Under no circumstances will Client be granted credit for unused airtime or early return of equipment or non-use by customer. Clients must notify Tech-Go if credit card is lost or stolen and provide replacement credit card number for billing. All charges due immediately unless Tech-Go provides House account terms which are net 10 days. Any delayed payment may incur finance charges of 2% monthly (24% annum) until Tech-Go receives full payment. Client's miscellaneous charges: return check charge \$50, credit card reversal charge \$50. Client agrees to pay all costs incurred in recovering equipment or collecting moneys owed Tech-Go including reasonable attorney's fees, collection fees, court costs, interest and other equitable relief a court deems appropriate. Invoice charges are subject to Taxes at prevailing rates - currently 7%.

(Initial \_\_\_\_\_) **5. PHONE RENTAL RATES - Promotional Rates may be lower and take precedence over the following Regular Rates with your receipt page as proof of Promotional Rates.** Rates are as follows (promo rates apply if offered on order form): Basic Handheld for \$50 a week or \$150 a month, promo rates \$39/wk or \$117/mo. Executive Handheld for \$100 a week or \$300 a month, promo rates \$80/wk or \$240/mo. Both Handheld rental rates do not include other charges such as shipping, minimum airtime as noted on online order form, taxes, other services. High Quality Voice and Slow data for \$100 per week or \$300 a month. High Quality Voice and Fast Data for \$450 a week or \$1250 a month. As of 02-15-09, rental period is calculated day after shipment through day provided accepted into the Fedex system using the Tech-Go return Fedex label. If customer ships using different method, than rental ends day equipment is received in our warehouse. Any days in excess of the selected rental period are billed at a pro-rated daily rate. Returns that are shipped back late as provided on the Client's order form are billed at 150% of rental rate times number of days late.

(Initial \_\_\_\_\_) **6. WIRELESS PHONE USAGE** - is based upon carrier bill and can take 90 days to process. No credit given for dropped, static, incomplete or busy calls. Client agrees payment of usage charges will not be withheld pending receipt of call detail. Although quoted rates on order form and Customer's receipt page include international usage and roaming to any landline (terrestrial) or cellular destination throughout the world or to another satellite phone using the same service as the rented terminal; Exceptions: a) Calls made to any non-Tech-Go Satellite phone system (like on a cruise ship to a person's room) other than that used by the rental phone provided by Tech-Go will be billed at other networks rates. b) Rates to landlines and cell phones at airtime rates listed on order form. Calls made to numbers that incur direct additional charges (900, 976, 411, etc.) are billed at 125% of the cost billed to Tech-Go and will be itemized to Client will call detail. Phone usage rates and applicable minimums are detailed on order form. Although Meter reading denomination provides an estimate of usage, Carrier detail is used for accurate billing. Minutes are rounded up and calculated by Carriers in the following way: A) Starting when phone number is dialed until the call is terminated, B) when you accept the call until the call is terminated, or C) length of time a caller spends leaving a message if Handheld satellite product is selected. Basic and Executive Handheld phones have a USA access number, then the caller enters the satellite unit number. Hi-quality voice units have a USA access number, then the caller enters the satellite unit number and passcode. Tech-Go assumes all equipment is in good working condition unless we hear otherwise from the client at the beginning of the rental period and Tech-Go confirms problem with Client directly.

(Initial \_\_\_\_\_) **7. SERVICE** - Although wireless signal coverage is extensive, it is not continuous worldwide. Unit requires line-of-site to the entire sky and worldwide coverage is estimated at 100% for Iridium Handhelds, and 98% of the surface of the planet for Inmarsat. Tech-Go uses satellite carrier(s) and makes no warranty, express or implied, as to merchantability, fitness of equipment for a particular purpose, call quality or usefulness of wireless phone service. Quality of wireless signal is extremely dependent on amount of sky that is viewable as well as satellite network quality. Along with potential incorrect use (i.e.: next to a building/obstruction), the Iridium system (a low earth orbiting satellite constellation) has inherent flaws and anomalies that can create dropped calls of either voice or data nature. Dropped calls will not be credited. Please consult with a sales representative for more details. Client must learn use of equipment and test equipment and service before leaving for destination to ensure proper operation and Client understanding of equipment use, and Tech-Go will verify this testing using call detail records provided by service provider phone bills. Customer must test all equipment and notify Tech-Go about any equipment problems or missing equipment on date of receipt or customer is liable for damaged and/or missing equipment and rental (including airtime) for entire rental period on order form. If Client wishes assistance on use of equipment or service, Client must contact Tech-Go immediately. If Tech-Go does not hear from client at beginning of problem period and/or Client does not perform testing before leaving for destination, Client agrees that all equipment and service is working and all charges remain valid and approved by Client. Client agrees to work in tandem with Tech-Go including providing Tech-Go details of problems, time necessary to troubleshoot and determine solution, and alternative contact number is needed or Customer waives all requests for credit.

(Initial \_\_\_\_\_) **8. EQUIPMENT LOSS/DAMAGE** - Client must notify Tech-Go immediately if equipment is lost or stolen. Lost or stolen equipment during client's rental period, regardless of circumstances, must be reimbursed by Client to Tech-Go at the full amount listed on info sheet. Two types of damage protection are offered on order form, and if selected, equipment must still be returned for evaluation. In all instances, client agrees to pay rental charges and usage until written notification of loss is received by Tech-Go and replied by Tech-Go (email is acceptable). In all cases, client is responsible for all usage charges billed to phone up to and including date Tech-Go received written notice from client of equipment loss and serial number is deactivated by carrier. Missing equipment returned after seven days of claim of loss will incur the greater of 20% restocking charge, equipment rental rate or \$500 per unit minimum. If returned equipment appears broken due to misuse, a test and repair charge of up to \$50.00 may be charged for inspection, testing and minor repairs required to return the Equipment to service. This charge will be payable at the end of this Agreement. If the terminal can not be repaired, the customer will be notified and will be responsible for the designated replacement cost of the terminal. Client charged replacement cost for damaged equipment or repair costs if repair is possible. If Client ships or requests shipping of phones in or out of the USA for any reason, Client accepts responsibility for the equipment and will pay the greater of rental rates or replacement cost if equipment is not returned for any reason including but not limited to shipping carrier or custom's loss or damage. Use of erratic power will damage equipment and this is of primary importance in countries where consistent power supply is not available where customer provided auxiliary power generator should be considered and may be required. In all cases of damaged or not returned equipment, Client authorizes Tech-Go to immediately charge replacement costs to provided credit card as follows: HANDHELD: Basic Handheld - \$1000, Executive Handheld - \$1495, Batteries - \$200, Chargers- \$150, Phone Manuals (if provided) - \$20, Magnetic Mount Antennas - \$150, Data Cables - \$200, Prong adaptors - \$15, velvet case - \$15. NON-HANDHELD: High Quality Voice and Slow Data - \$2700, High Quality Voice and Fast Data - \$8,000. Batteries - \$250, Chargers - \$200, Phone Manuals - \$40 (if provided), Data Cables - \$50, Antenna Cables - \$100, Prong adaptors - \$15. Other Items: GPS - Handheld Portable for Hikers (shows waypoint and coordinates): \$200, GPS - Vehicle USA Portable with Nationwide maps and points of interest - \$450, GPS - Vehicle European Portable with major city maps and points of interest - \$750, Solar Panel for small devices - \$200, Solar Panel for Laptop - \$400, External Battery with 12-volt adaptor - \$250, Laptop - \$600, Portable LCD Projector - \$1000, Shock and Water resistant digital camera with charger - \$450, Portable DVD player with Worldwide compatibility - \$200.

(Initial \_\_\_\_\_) **9. EQUIPMENT SHIPPING & RETURN RATES AND TERMS** - Client chooses shipping method and cost associated with delivery from on-line phone reservation form. Fedex is Tech-Go's designated carrier and Client is responsible for requesting delivery date with sufficient time to account for possible carrier delivery delay and learn operation of equipment PRIOR TO DEPARTURE. Rental not voided by Fedex delays. Carrier delivery attempts not accepted by Client and Carrier shipping delays do not relieve Client's rental for entire contracted period. Orders submitted Monday through Friday must be received and processed by 3 pm EST deadline for same day processing. Orders received after the deadline will be processed the next day unless Tech-Go confirms order and shipment in writing which may also incur an additional \$15 late processing fee. Regarding return, using enclosed Tech-Go airbill will end Client's rental as of date equipment is received by Fedex and moves towards Tech-Go's warehouse. If client uses their own return then rental is ended on day received by Tech-Go (Tech-Go's office in Atlanta, GA). Client is responsible for all equipment packaged properly and returned timely. Items not properly packed with protective materials (same or more material as when received) will incur the greater of a wear-and-tear charge of \$69 Basic Handheld Satellite phone, \$99 Executive Handheld Satellite phone or damaged costs listed in section 8 (if damaged). Should Client return equipment using means other than enclosed pre-assigned airbill, Client is liable for any equipment damage and daily rental charges while in transit. Changes in delivery service level at client's expense. If packed properly, damage during shipment will be claimed by Client directly to shipping carrier and Client will directly reimburse Tech-Go for damaged equipment at amount referenced in Equipment Loss/Damage section of this agreement.

I certify I have read and agree to all the terms and conditions including the authorization to charge my credit card per the rates chosen on this form and/or the on-line application.

Client Name (print) \_\_\_\_\_ Cell or Emergency Phone # if order problem (please call us to confirm) : \_\_\_\_\_

Client Signature \_\_\_\_\_ Date: \_\_\_\_\_

Revised: April 01, 2014 . Copyright Tech-Go (c) 12/99