

# Slingbox Service Order

v.310308

Order Form – fax or mail this completed sheet to:

Cleaford Services Ltd

46 Hazell Road

FARNHAM

GU9 7BP

U.K.

Fax (Outside UK) +44 1252 459003 In UK 01252 459003

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**Customer Name:**

(as on the card)

Visa or MasterCard

Credit Card No: \_\_\_\_\_

**Address** where

the Card Statement is sent:

Expiry: \_\_\_\_/\_\_\_\_

Start: \_\_\_\_/\_\_\_\_

Issue No: \_\_\_\_\_

Security Number: \_\_\_\_\_

(we will not charge your card until  
your connection is activated)

**Post Code/ Zip Code:**

**Country:**

**Customer email:**

**EU Business customers** – your VAT number:

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I authorise Cleaford Services Ltd to charge to the above Card account the sum of

\*£..... per month until further notice. I have read, understood and signed  
the Slingbox Service Conditions.

I wish to purchase a Humax hard drive DVR for attachment to my Slingbox, at £180.  
(delete if inapplicable if you just wish to watch in UK real time)

(\* We charge for Slingbox service in sterling and your card issuer will convert to your  
currency at their ruling exchange rate. The card statement will read 'Cleaford  
Services'.)

**Customer signature:**

**Date:**

## **Slingbox Service Conditions**

Slingbox service involves the use of many other services which are outside our control, and may affect the quality of service you receive. Examples are power supplies, broadband traffic and services, television broadcast and transmission services. Whilst we use generally reliable features, we are unable to offer any guarantees of the level of service at any particular time.

We use business quality broadband services, and our equipment is protected by UPS systems. Slingboxes are sufficiently new for there not yet to be any established experience of long term reliability. Whilst the equipment is usually supervised, customers accept that there will be times for holidays, etc. when there may not be full monitoring of our data centre.

In the event of an outage of any item we will do our best, within our own areas of control, to return the service as soon as possible, but no guarantees are available and no compensation is payable.

As demand for Slingbox service grows we upgrade our broadband and equipment capacity, but we have no control over delays in our service providers installing additional capacity.

Your order is for a continuing subscription, with payment due in advance, on the first day of the month. There are no refunds after a subscription has been paid.

The customer owns the Slingbox, and the first £100 of subscriptions are used to purchase the Slingbox. By signing these conditions you undertake to make a minimum payment of £100 before any cancellation.

In the event of cancellation we will send your Slingbox to you, at your expense, in our own packaging, as the original Slingbox packaging will no longer be available. Alternatively you may invite us to purchase the used Slingbox from you for £25.

No refunds of subscriptions are promised in the event of service faults.

We accept no responsibility for any consequential losses in the event of service faults.

Customers are solely responsible for compliance with any local laws, regulations or licensing regarding the reception of television broadcasts.

Our understanding of the license conditions of the Slingbox software is that you are not to pass the details of your connection to your Slingbox to another person.

**Customer signature:**

**Date:**

