



6-Month Extended Warranty

Terms and Conditions

Throughout this document, the words “we,” “us”, “our” and “BlueCosmo” mean BlueCosmo. The words “you” and “your” (whether or not capitalized) refer to the purchaser of our extended warranty. The words “product” or “products” refer to the Iridium 9555, Iridium Extreme, Iridium GO! or IsatPhone 2 and their in-box accessories covered under our Extended Warranty.

Product Eligibility:

Extended Warranty only covers products purchased from BlueCosmo. All original invoices are required for any product repairs, replacements, exchanges or credits.

Duration of Extended Warranty

The manufacturer’s standard warranty commences on the product purchase date and continues for 12 months, after which, the free BlueCosmo Extended Warranty commences for six (6) months.

Click on the links below to view the Manufacturer Warranty Terms and Conditions:

- [Iridium 9555](#)

- [Iridium Extreme](#)

- [Iridium GO!](#)

- [IsatPhone 2](#)

Manufacturer’s Responsibility:

Extended Warranty complements, but does not replace, the 12-month manufacturer’s warranty. Parts and services covered by the manufacturer’s warranty are the responsibility of the manufacturer only.

Coverage:

Extended Warranty covers manufacturer’s defects in materials and workmanship that reveal themselves in normal usage. Services performed under the Extended Warranty will consist of labor and the replacement of parts necessary to restore your product to normal operating condition. At our option, replacement parts may be new, refurbished or non-original manufacturer’s parts that perform to the manufacturer’s specifications for the product. We may also replace your product with a refurbished product of the same model.

Repair Service:

All Extended Warranty repairs will be performed at an authorized service center, and will require that the product be returned to BlueCosmo in compliance with our standard Return Merchandise



Authorization process. To arrange a repair, please contact BlueCosmo Technical Support by calling 1-877-258-3496 or sending an e-mail to support@bluecosmo.com. We will first attempt to clarify the problem or diagnose the fault. If applicable, you are responsible for the cost of shipping the product to BlueCosmo, and BlueCosmo is responsible for the cost of returning the product to you.

Accessory Coverage:

Extended Warranty provides coverage for accessories and peripheral devices (“Accessories”) that come with your product in the original manufacturer’s package. Examples of accessories include charging devices, auxiliary antenna and headsets. If the fault diagnosis determines the problem is related to an accessory, then a replacement may be mailed to you. We may request that you first ship the defective accessory to BlueCosmo. Batteries are excluded.

Transferable:

Extended Warranty is non-transferable. The Extended Warranty holder must have original documentation to receive service.

General Exclusions:

Extended Warranty will NOT cover:

1. Maintenance, repair or replacement necessitated by any causes other than normal usage and operation of the product in accordance with the manufacturer’s guidelines, including but not limited to, theft, exposure to weather, moisture and other environmental conditions, negligence, accidental or intentional physical damage, misuse, abuse, unauthorized repairs, transportation damage (except damage incurred by authorized shipment of product(s) to and from BlueCosmo), improper equipment modifications, vandalism, spilled liquids or other water damage, software generated problems or acts of nature or any other peril originating from outside of the product;
2. Batteries;
3. Unauthorized servicing and transportation charges;
4. Products used by the public or used as a lease or rental;
5. Indirect, consequential or incidental damages, including, but not limited to, loss of profits, loss of data, down-time and charges for time and effort;
6. Fees related to third party contracts; or “no problem found” type diagnosis and intermittent errors that cannot be reproduced.

Cancellation:

We may cancel your Extended Warranty at our option based on (a) fraud or misrepresentation; (b) rental use of the product; or (c) an unauthorized repair of a product.

Entire Agreement:

Your original purchase invoice and these terms and conditions set forth the entire agreement and supersede all prior negotiations, understandings and agreements concerning the subject matter. No



oral or written representations, warranties or conditions and no amendment or modification of these terms and conditions will be binding except by a written agreement signed by the party to be bound thereby.