

Other things to remember:

Kut the Kord is a streaming service. We don't own the content. We don't guarantee any or every channel, movie, or shows, we do our best to be as complete as we can. If you request a show, or movie, or channel, we will request it from our development team and do our best to accommodate your request. We don't have a time frame for completion of requests. If channels, movies, shows or other go out that is beyond our control. You can't compare our service to Netflix or other service as they pay to distribute and boost their signal so that their streams are less likely to buffer.

Kut the Kord is not an internet company. We do highly recommend fiber internet however it is NOT necessary for the functioning of our service. We will loan or sell you internet wifi extenders. These are not a long term loan, this should be figured out within 2 weeks of install.

Kut the Kord treats every customer the same. If you are having a problem PLEASE TEXT US details to 203-530-7373. WHEN IT IS HAPPENING. Not next day (unless it is after hours) for best results.

Included in your year purchase is:

- * Installation at a rate of \$40.00 per install
- * Technical support for the first year
- * Tivimate menu for up to 5 tv per \$36.15 purchase. Any installation over 5 can purchase additional menus at the same \$36.15 for 5 more.
- * For each yearly purchase you are granted no more than 4 streams on at 1 time.
- * You may install this on as many sticks as you wish but only 4 can be live/on at one time. More than 4 can and will result in a shut down and void of contract.
- * This is for one household and can't be shared with other households

Most problems can be fixed or trouble shot over the phone.

We have a NO Jerk policy. If you are disrespectful to our staff, you will void your contract and we reserve the right to remove your service without notice. If this happens you will NOT receive any money compensation/refund. You have the product for 1 year of the date of purchase. After that we reserve the right to terminate your contract for any reason. We do our best to provide the best customer service possible. We are NOT open 24 hours a day, please respect that we have families, and other obligations but we do our best to help every client at anytime.

For the 1st year of purchase, tech support is free. All we charge for is reinstalls/reprogramming. That includes, menu fixes, stick reprograms, remote losses or breakage, etc. At a rate of \$40.00 per install.

To keep up to date on new information, outages, and other information please join our text group:

NUMBER: 81010

Message @firestickc