

### **30-day Money Back Guarantee Offer**

Customers not satisfied with their fiber internet experience are able to disconnect without penalty and receive credit for installation charges. Limited time offer and subject to change without notice.

If you are not completely satisfied with your Nuvera fiber internet experience within the first 30 days after installation, Nuvera will give you your money back for internet services that were billed during this time. Your disconnection request must be made within 30 days of installation to take advantage of the Money Back Guarantee. Offer is limited to new Nuvera customers without service in the past 12 months with newly added Nuvera internet and/or Home Wi-Fi service. Please allow 4-8 weeks for refund credit on your Nuvera bill.

#### **Guidelines:**

- New residential, fiber internet customers only
- Disconnect must be requested within 30 days from date of installation – no exceptions
- Customer must have or had an open trouble ticket on file within the 30- day window
- If customer has multiple services, credit for installation charges will be prorated per product
- Refund applies to internet service, installation and activation fees only
- All equipment must be returned to a local retail location before credit will be issued
- Credit will apply to all installation charges and any additional charges incurred; including, but not limited to:
  - Service order charge
  - Service fee
  - Monthly product fee
  - Equipment charge
  - Installation charges
- Credit will not be given for:
  - Any additional inside wiring done at installation
  - Any construction fees required to bury a drop to customers premise
  - Any equipment purchased
  - IT labor expenses
  - Services other than Internet