



Williams Services  
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## Sky Stream order form

**Fill in the boxes below accordingly and return the form to the above email address.**

- Sky Stream puck  499CHF
- Sky Stream router  250CHF
- Additional pucks  329CHF
- iPlayers set up  70CHF

- Note: Additional pucks can **not** be added to your subscription after the initial order has been placed. iPlayers set up fee is optional, if selected we will set up all the iPlayers on the puck for you such as BBCiPlayer, ITVX etc etc.

## Subscription choice

- Sky Ultimate + Netflix £29p/m**
- Sky Cinema £13p/m**
- Sky Sports £27p/m**
- TNT (BT) Sports £28p/m**
- Sky Kids £6p/m**
- Whole Home pack (extra pucks) £12p/m**
- UHD & Dolby Atmos £6p/m**
- Ad-Skipping £5p/m**

## Payment details & terms and conditions

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_ Mobile: \_\_\_\_\_

### Credit card payment details

Your credit card will be used for all monthly (in £) and annual payments (in CHF).

Name on card: \_\_\_\_\_

Visa  MasterCard

Credit card number:

\_\_\_\_\_

Expiry date : \_\_\_\_ / \_\_\_\_ CVC code (3 digit pin on back of card) \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

By signing this form you are agreeing to the terms and conditions below.

## Terms and conditions

- This is a contract for 18 months. Your Sky Stream subscription cannot be cancelled before the end of this contract. In special circumstances if you wish to cancel before the 18 months has passed please contact us to see what we can do.
- To cancel your Sky Stream after 18 months a 30 days notice must be given to us via email.
- Your Sky Stream subscription will be paid on a monthly basis from your credit card on this form and is charged in £.
- Any change to your Sky Stream subscription must be notified to us by email and 30 days notice must be given.
- Sky can change the monthly subscription prices without warning. (normally once a year the package price can increase by 50p-£1.00).
- Due to time required for activation you may be liable for up to one months viewing charges from Sky. (rare case)
- You authorise Williams Services to make payments with your credit card for your Sky Stream subscription, VPN and the annual fee for your Sky Stream.
- \*After the first 12 months. The Sky Stream has an annual fee of 330chf. This will be debited from your credit card on the anniversary of this contract each year without warning and is non refundable. If you wish to cancel you must do so 30 days before the annual renewal fee is due.
- VPN routers (Sky Stream router) remain the property of Williams Services and must be returned to us after cancelling the subscription.
- VPN routers (Sky Stream router) have an annual renewal fee of 250chf and this will be charged each year on the anniversary of your order date without warning and can not be refunded once charged.
- There is no call out or installation included in any of the above items. Phone, email or WhatsApp support is available free of charge. If you require an installation from a technician please let us know when ordering.
- Any faulty items must be returned to our office address, postage costs to be covered by the client.
- All hardware has a 12 month standard warranty.
- Any items that need replacing will be sent back to the UK and a replacement sent to you. This can take 1/2 weeks.
- You must warn us of any changes to your credit card details as this may result in loss of channels due to payment failure.
- No materials will be posted to you until full payment has been made.
- Never telephone Sky yourself. We do not take responsibility if your Sky Stream is cancelled due to you contacting Sky and no money will be refunded.
- Always contact us directly and not Sky TV for any questions or problems.
- The ordering of your items can take from 7-20 working days.
- We charge 25chf for postage of all items selected. We use the Swiss postal service and send for next day delivery with signature required. If delivery is not possible and the item is returned to us a new postage charge of 25chf will be applied before posting the items again.