

Hardware Warranty Information

This document is designed to help you understand your options if any hardware you have purchased from us is faulty. You can also find further information about any warranties, rights and remedies that are available to you for faulty hardware in our [Standard Form of Agreement](#).

This document does not cover your return or refund rights in other circumstances, such as where you cancel your service with us or change your mind after purchasing hardware. Please review our Hardware Limited Refund Policy on the [Policies](#) page of our website for further information about other limited return and refund rights.

Manufacturer's Warranty

Our hardware may come with a limited manufacturer's warranty, in addition to any other legal rights or remedies you may have (such as consumer guarantees under the Australian Consumer Law). The terms of any manufacturer's warranty are set by the individual hardware manufacturer. The length of any manufacturer's warranty can vary between providers and may differ depending on the type of hardware. Please check the manufacturer's website for more information.

If a manufacturer's warranty applies to your hardware and you have experienced a fault within the applicable manufacturer's warranty period, please contact us to submit a claim in accordance with the "Warranty Claims" section of this document below.

Consumer Guarantees

For our consumer and small business customers that are covered by the Australian Consumer Law (as further explained in clause 20 of the General Terms to our Standard Form of

Agreement), our hardware also comes with certain guarantees that cannot be excluded.

These guarantees apply regardless of any manufacturer's warranty and include guarantees that the hardware we supply to you will be fit for purpose, safe, durable and free from faults for a reasonable period of time (having regard to factors such as the nature, intended use and cost of the hardware).

If any hardware we supply to you doesn't meet a consumer guarantee, you may be entitled to a remedy from us, depending on the nature of the hardware fault:

- For major hardware faults (e.g. where the hardware is wholly or substantially unsafe or unusable), you can choose to either have the hardware repaired or replaced, or alternatively to receive a refund. You may also have rights to terminate services with us that are dependent on the hardware, and/or to receive compensation for your reasonable out of pocket expenses directly caused by the hardware fault.
- For non-major hardware faults, we will repair or replace your hardware within a reasonable timeframe of you reporting the issue to us.

If an item of hardware you have purchased from us is faulty and you believe you are entitled to make a claim under a consumer guarantee, please contact us to submit a claim in accordance with the "Warranty Claims" section of this document below.

For more information about consumer guarantees, please visit the [ACCC website](#).

Warranty Exclusions

Manufacturer's warranties and the consumer guarantees do not apply to faults caused by any of the following:

- hardware that you have purchased or obtained from a third party;
- faults or damaged caused by any interference with or modification to the hardware or a failure to install or use it in accordance with supplied instructions;
- lost or stolen hardware, or damage caused by you or someone who has used the hardware (e.g. abnormal use or storage, exposure to abnormal environmental conditions or exposure to liquid, excessive heat or chemicals);
- an external disaster event (e.g. fire or flood); or
- in the case of manufacturer's warranties, any other matters lawfully and expressly excluded under the warranty offered by the manufacturer.

Should you wish to return or seek a refund for any non-faulty hardware that is not covered by a manufacturer's warranty or consumer guarantee, please review our Hardware Limited Refund Policy on the [Policies](#) page of our website for further information regarding when hardware returns and refunds are permitted in your circumstances.

Warranty Claims

If you have any questions about this document or you would like to submit a warranty claim in accordance with these terms, feel free to [contact us](#). Our response time for warranty requests is generally within 5 business days. As

all requests are subject to our review, please allow us time to process your request.

Once we have reviewed your request, we will assess whether you are eligible to claim under a manufacturer's warranty or consumer guarantee and what remedies are available to you in the circumstances. In order to complete our assessment, we may require you to provide us with additional information or to return the item of hardware to us for further investigation by a technician.

If we determine that your hardware needs to be returned, you will need to send the faulty hardware to us in accordance with any instructions that we provide to you. If you are required to return any hardware to us, you will be entitled to recover your reasonable postage costs unless we determine that there is no fault with your hardware. You must provide us with a postage receipt to obtain reimbursement.

If your hardware is returned for repair, it may be replaced by refurbished hardware of the same type rather than being repaired or may be repaired using refurbished parts.

If you are entitled to a refund with respect to any faulty hardware, once we have received the returned hardware, you will receive the amount of your approved refund back to the card originally used to purchase it within 5 business days, unless we agree with you an alternative method of making such payment.

There are instances when refunds may take longer to process than normal, including during holiday periods and depending on the clearing time of your issuing bank. If we have provided a confirmation that a refund has been processed but you have not received it, please check with your bank first before contacting us.