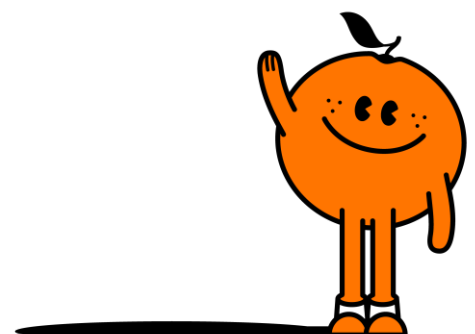


Loan Router Program– Terms & Conditions

1. Tangerine provides eligible customers with a Wi-Fi Router to test for suitability with their Tangerine nbn® service (**Program**). WiFi Router (**Router**) means a Wi-Fi router supplied by us to you under this offer, including any replacement router and any power cords, cables and accessories supplied with it. Schedule 1 sets out the pricing applicable to refurbished Routers under this offer.
2. Customers may be eligible for this Program if:
 - you are an existing Tangerine customer with a Tangerine nbn® service (either activated or unactivated); and
 - we have informed you of your eligibility for this Program;
3. If you have previously purchased an eero 6+, eero 7, Netcomm NS-02, Netcomm NF20 or Netcomm NL20 Wi-Fi Router from Tangerine, you are not eligible for this Program. However, if you are experiencing issues with your purchased Router we may be able to assist you with correctly setting up your Router and/or by providing assistance in accordance with our [Hardware Limited Refund Policy](#) and/or [Hardware Warranty Information](#).
4. At our discretion, Tangerine may provide eligible customers with a new or refurbished Router. Refurbished Routers have been tested, reset and verified as functional, but may show minor signs of prior use.
5. If we provide you with a Router as part of this Program, the Router remains our property unless and until you purchase it from us in accordance with these Terms & Conditions.
6. If you are eligible for this Program, we will send you a suitable Wi-Fi Router to your account address at our cost.
7. From the date you receive the Router, you will have two weeks to test the Router with your nbn® service (**Test Period**).
8. At the end of the Test Period, you have the option to:
 - (a) purchase the Router from us, at the price set out in Schedule 1; or
 - (b) return the Router to us at your own cost.
9. If you choose not to purchase the Router, you must return it to us within 28 days after the end of the Test Period. Unless we tell you otherwise, you are responsible for the cost of returning the Router to us.
10. You are responsible for the Router until it is returned to and received by us.
11. If you cancel or disconnect your Tangerine nbn® service while you have a Router supplied under this Program and ownership of the Router has not passed to you, you must either return the Router to us in accordance with these Terms & Conditions or purchase the Router at the applicable price set out in Schedule 1.
12. The Router must be returned in good working order, in substantially the same condition as when it was supplied to you, fair wear and tear excepted, and with all power cords, cables, accessories and other items supplied with it.
13. If you do not return the Router within 28 days after the end of the Test Period, a grace period of 7 days will apply. If the Router and all associated accessories (including cables) is not returned within that grace period, or is returned incomplete or damaged, we will charge you the applicable price for the Router as set out in Schedule 1.
14. If you choose to purchase the Router, ownership of the Router will only pass to you once the purchase price has been paid in full.

Schedule 1 – Router Pricing



Refurbished Router Model	Price (AUD) inc GST
Eero 6+	\$89.90
Eero 7	\$119.90
NetComm NS-02	\$64.90
NetComm NF20	\$94.90
NetComm NL20	\$119.90

The prices set out above apply where you choose to purchase a Router under the Router Program or where a Router is not returned in accordance with these Terms & Conditions.

