



Internode Equipment Warranty

Relax - your Internode equipment is covered by our 24 month fast replacement warranty.

Thanks for choosing to purchase your equipment from Internode – we aim to provide you with a reliable and hassle-free experience. Some of the benefits that you'll receive include:

- **It's ready to go** : we ship our equipment pre-configured with your Internode username and password; and all other Internode-specific settings.
- **All accessories included** : every router includes a quality ADSL line filter/splitter, and all required telephone and Ethernet network cables. If required, additional filters can be ordered from Internode.
- **24 Month warranty** : if the equipment proves faulty within the first 24 months, contact our Helpdesk on 13 6633 and we'll promptly send you a replacement unit and a return satchel.
- **Enjoy better quality support** : in order to provide the best support, our Technical Support staff have advanced training with the specific hardware we sell.

Fast Replacement Warranty

Your 24 month warranty commences automatically on the day that we invoice you for the equipment – there's no need to fill in any additional paperwork.

- To make a warranty claim, you'll first need to contact the Internode Help Desk on 13 6633. We'll attempt to fix the problem remotely, but if we can't then we'll send you a pre-configured replacement unit, with a Hardware Return Form and a return courier bag .
- When you receive the replacement unit, please connect it and ensure the problem is resolved – otherwise, contact us again.

Returning Faulty Equipment

After receiving the replacement equipment, you need to return your faulty equipment within 14 days of receipt of your replacement device – **otherwise, you will be charged for the replacement equipment.**

- Simply pack the faulty hardware into the packaging that came with the replacement unit, and include the original power pack, cables, disks and manuals.
- Then place the Hardware Return Form inside the box, pop it into the supplied return courier bag, and call Australian Air Express on 13 12 13 to arrange for collection.

Terms & Conditions

- Your 24 month warranty starts on the day that you we invoice you for the original equipment, and ends 24 months later. It **does not restart** with any replacement unit we send you – it's 24 months from the invoice date of the initial purchase.
- Equipment models can change over the course of the warranty. We guarantee that your replacement unit will be *functionally identical* to your original equipment – though it may, of necessity, be a refurbished unit, a different model, or even from a different manufacturer.

What Isn't Covered

The warranty doesn't cover the following:

- Changing your mind – please select your equipment carefully.
- Mechanical damage – caused by misuse, abuse, impact or accident – electronic equipment doesn't like that.
- Liquid damage – we expect that you'll keep your equipment in a dry place.
- Lightning damage – you should disconnect your equipment during electrical storms.
- Theft – this isn't an insurance policy.
- Power surge – we recommend the use of surge suppression equipment on the electrical supply.
- Heat damage – don't stack your equipment, it needs clear airflow above and to the sides.
- Finger poken – as usual, all warranties are void if you remove the cover of your equipment.