

## Internode Equipment Warranty

### Relax - your Internode equipment is covered by our 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** : when you order equipment via our online signup, we'll pre-configure it for you with your Internode username and password; and all other Internode-specific settings.
- **All accessories included** : every ADSL router includes a quality ADSL line filter/splitter, and all required telephone and Ethernet network cables. If needed, additional ADSL filter/splitters can be ordered from Internode.
- **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** : All consumer and small business equipment purchased from Internode comes with a Fast Replacement warranty for the following periods:
  - **FRITZ!Box Fon WLAN routers & FRITZ!WLAN USB sticks** have an industry-leading 60 month Internode fast replacement warranty.
  - **Cisco routers & FRITZ!Fon telephone handsets** enjoy a 24 month fast replacement warranty.
  - **Billion routers** also have a 24 month Internode fast replacement warranty. *An extended manufacturer warranty option is available from Billion – see equipment packaging for details.*
  - **NetComm routers** have a 12 month Internode fast replacement warranty. *Register your purchase with NetComm within the first 30 days and receive another 12 months manufacturer warranty from them – at no extra charge!*
  - **Huawei & ZTE NodeMobile 3G equipment** have a 24 month fast replacement warranty.
  - **Gigaset IP Phones, MiFi® & chumby®** hardware all have a 12 month fast replacement warranty.

### Fast Replacement Warranty Details

- Your fast replacement warranty period commences automatically– there's no need to fill in any additional paperwork for the warranty to start.
- Your fast replacement warranty period starts on the day that we invoice you for the original equipment. The warranty period **does not restart** with any replacement unit we send you.
- All fast replacement warranty claims will be processed at no cost to you if your warranty claim is valid and you follow our procedure.
- To make a fast replacement warranty claim, you'll first need to contact the Internode Help Desk on 13 66 33 OR via support@internode.on.net. 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 immediately and let us know if your problem is resolved.

### Returning Faulty Equipment

You need to return your faulty equipment within 14 days of receipt of your return postal satchel – **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 and pop it into the return bag supplied. Australia Post will be in contact to arrange a suitable collection time.
- Please note that the repair or return of equipment may result in loss of data (such as loss of telephone numbers stored on your handset).

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### Your Consumer Rights

- The benefits given to you by the fast replacement warranty are in addition to other rights and remedies you may have at law.
- Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.
- Equipment models can change over the course of the fast replacement warranty. We guarantee that your replacement unit will be *functionally identical* to your original equipment – though it may, of necessity, be 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.
- Hacking – if you hack the firmware or software then the warranty is over.
- Finger poken – as usual, all warranties are void if you remove the cover of your equipment.

***This fast replacement warranty is provided by Internode Pty Ltd (ABN 82 052 008 581) of Level 3, 150 Grenfell Street, Adelaide, South Australia 5000. You can contact us on 13 66 33 or by email to [support@internode.on.net](mailto:support@internode.on.net) if you have any queries regarding this warranty.***