

## Adam Internet Hardware Warranty Information

*18 April 2013*

## WARRANTY INFORMATION

### *How to claim under the warranty*

To make a claim under the warranty you should contact us on (08) 8423 4000, [help@adam.com.au](mailto:help@adam.com.au) or visit our office. We may ask you some questions about the product and we will assess whether you are eligible to claim under the warranty and determine, at our option, and in accordance with any laws and specific terms that apply to the relevant equipment, whether to repair or replace your equipment, or to provide you with a credit.

If we determine that your equipment needs to be returned, you will need to return the goods either to us or directly to the manufacturer if directed by us. To claim under a warranty we will need a proof of purchase for any hardware you have obtained from us.

The warranty does not apply to faults caused by any of the following (**Excluded Events**):

- (a) any equipment not supplied by us;
- (b) any interference with, or modification to, the equipment or a failure to use, install or repair it in accordance with instructions;
- (c) damage of any kind caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat);
- (d) an external event (for example a fire, flood or lightning strike);
- (e) if the serial number has been removed; or
- (f) if you have changed your mind.

If on inspection of the returned equipment we determine that the fault was caused by an Excluded Event, you will be charged for the original equipment (or if the original equipment has already been paid for, you will not be entitled to a refund).

If your equipment is replaced, the warranty applies in relation to that replacement equipment from the remainder of the original warranty period.

In some cases we may offer you loan equipment while your original equipment is being repaired. If the loan equipment is not returned to us within 14 days then you will be charged for the full price of the loan equipment.

### *Warranty Periods*

You must notify us of the fault with your equipment within the applicable warranty period (beginning from the date you purchased the equipment) as set out below:

- Billion 7402NX – 12 months
- Billion 7402X – 12 months
- Billion 7404VG0X – 12 months (Billion may offer extended warranty for purchase)
- Billion 7404VNOX – 12 months

- Billion BiPAC 6404VGP RC3 – 12 months
- Billion BiPAC 7800VDOX – 36 months
- Cisco SPA122 ATA – 12 months
- Cisco SRP521W – 12 months
- Huawei all dongles – 12 months
- Netcomm NB16WV – 12 months
- Netcomm NB604N-02 – 12 months
- Netcomm NB6Plus4Wn – 12 months
- Netcomm NB9WMAXXn – 12 months
- Netcomm NB6 – 12 months
- Netcomm NP803n – 12 months
- Netcomm NP204 – 12 months
- Netcomm NP504 – 12 months
- ZTE MF652 – 12 months
- ZyXel P-870HN-51b – 12 months

### *Your Consumer Rights*

The benefits provided by the warranties we provide are in addition to other rights and remedies you may have under the 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.

Repairing goods that are capable of retaining user-generated data may result in loss of the data. Please ensure that you have saved this data elsewhere prior to sending to us for repair.

Your replacement unit will be functionally identical to your original equipment however may be a different make or model to the original.