

# Warranty



1. This Warranty applies to all Vodafone customers supplied with a Vodafone Wi-Fi Hub™, Vodafone Wi-Fi Hub™ 2.0 and/or Vodafone Wi-Fi Hub™ 3.0 (each a **Vodafone Wi-Fi Hub™**) as part of the provision of their Vodafone nbn™ service.
2. Subject to clause 5, the Warranty period will be 24 months from the date of purchase of the Vodafone Wi-Fi Hub™. Subject to your consumer rights under the Australian Consumer Law (**ACL**), faults arising outside of this period will not be covered by the Warranty.
3. If a Vodafone Wi-Fi Hub™ covered by the Warranty is found to be faulty within the applicable Warranty period, the Vodafone Wi-Fi Hub™ will be replaced or repaired. The faulty Vodafone Wi-Fi Hub™ under the Warranty will need to be taken to your nearest Vodafone Store. If you are unable to make it to a Vodafone Store, please contact Customer Care on 1555 from your Vodafone mobile or 1300 801 122 from any other phone and you will be provided with further instructions and sent a reply paid envelope free of charge. You will be responsible for any other costs incurred while claiming this Warranty.
4. There will be no limit on the number of repairs or replacements a customer may receive under the Warranty.
5. The Warranty does not cover: (i) a Vodafone Wi-Fi Hub™ that has broken down or is damaged as a result of: (a) abuse or tampering, (b) electrical damage, moisture, dampness, oxidation, corrosion or food, dirt or liquid ingress, (c) accident, neglect, impact, actual or attempted theft, fire, power outages or surges, or incorrect voltage, (d) transportation or packaging, (e) removable batteries or damage caused by battery leakage, (f) normal wear and tear, (g) unauthorised modifications, (h) misuse of the Vodafone Wi-Fi Hub™ or failure to follow the manufacturer's instructions. (ii) the Vodafone Wi-Fi Hub™ (or component) being subject to a recall by the manufacturer, importer or government agency; (iii) the Vodafone Wi-Fi Hub™ if it has been transferred to another person, or the claim is for a different device; (iv) the Vodafone Wi-Fi Hub™ if the serial number on the Vodafone Wi-Fi Hub™ has been removed or defaced; (v) Replacement of a lost or stolen Vodafone Wi-Fi Hub™; (vi) Accessories or other additional products, including any battery, charger, stylus, mobile case, aerials, earphones, hands free kits, USIM, software; (vii) Any loss of use of the Vodafone Wi-Fi Hub™ or any consequential loss; (viii) Any costs exceeding the replacement price of the Vodafone Wi-Fi Hub™; (ix) Any cost relating to incorrect installation of the Vodafone Wi-Fi Hub™ or connection to an incorrect power supply; (x) Any decrease in value of the Vodafone Wi-Fi Hub™; (xi) Any cost caused by or attributed to third party software; (xii) Any repair cost if the information you supply is false, fraudulent, or otherwise incorrect; (xiii) Any repair costs if you fail to correctly follow the procedure detailed in this Warranty.
6. The benefits given to you by the Warranty are in addition to other rights and remedies you may have at law in relation to devices purchased from Vodafone.
7. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
8. The Warranty is given by TPG Telecom Limited (ABN 76 096 304 620) (**Vodafone**) of Level 1, 177 Pacific Highway, North Sydney, NSW 2060. You can contact Customer Care on 1555 from your Vodafone mobile or 1300 801 122 from any other phone.