

Aussie Broadband mobile handset – terms and conditions

Aussie Broadband mobile handset options

Aussie Broadband Limited (ACN 132 090 192) (Aussie Broadband) customers can:

- Purchase a mobile handset from us outright, OR
 - Purchase a mobile handset from us on a 24-month or 36-month contract (credit check required), OR
 - BYO mobile handset – noting that whilst we do our best to support BYO equipment, we cannot guarantee that it will work
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General conditions

When you buy a mobile handset from us:

- Responsibility for the device passes to you as soon as you receive it, and full ownership passes to you when you have paid in full; and
 - In addition to any guarantees under Australian Consumer Law, the mobile handset is covered by a manufacturer's warranty for 24-months.
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Replacing faulty devices

If we troubleshoot with you and it appears that:

- The device we supplied you is faulty, and
- It is less than 24 months old, then
- You will be required to send us the faulty device for assessment before a replacement is supplied.

You will not be charged postage for the replacement device.

Please note:

- It is your responsibility to ensure your faulty device has been fully backed-up before sending it to us for assessment. Aussie Broadband will not be responsible or liable for any data that is lost from your device during our faulty-item assessment
- Replacement is like-for-like
- We reserve the right to repair your device or replace it with a refurbished device
- It is your responsibility to ensure the faulty device is wrapped and packed properly, and returned with all the accessories, power supplies etc
- Aussie Broadband will not be responsible or liable for items that are damaged or lost in transit
- If, upon inspection, Aussie Broadband determines the device to be faulty due to something not covered in the warranty (e.g. physical damage, water damage etc.), you will be held responsible for replacement value of the device as well as all freight costs associated with the return

**Non-faulty
returns**

- We do not accept non-faulty returns for mobile handsets
- Exchanges are not available

Billing

If you order a mobile handset from Aussie Broadband it will either, be billed upfront (if buying outright), or will be billed monthly according to your contract.