

WARRANTY INFORMATION STATEMENT

1. Definitions

- 1.1. For the purposes of this Warranty Information Statement;
- 1.2. **Purchase Equipment**; means the goods You purchased from InnoTel for the purpose of accessing services supplied by InnoTel.
- 1.3. **Us, Company, innoTel**; means innoTel Pty Ltd (ABN: 48 611 055 433) and its subsidiaries.
- 1.4. You; means the consumer making a claim under the warranty.

2. Warranty Provider

- 2.1. This warranty is provided by: innoTel Pty Ltd
Postal Address: PO Box 16003, Collins Street West, VIC 8007.
Phone: 1300 736 048
Email: info@innotel.com.au

3. Your rights under the warranty

- 3.1. Where a claim is made under the warranty, InnoTel will assess if the goods in question can be:
 - 3.1.1. repaired or replaced (or part of them),
 - 3.1.2. resupplied or a problem with services fixed (or part of them),
 - 3.1.3. In the event that the goods cannot be repaired, replaced, resupplied or a problem with services fixed, compensation to the consumer will be offered when all other avenues have been exhausted.
- 3.2. This warranty cannot be excluded.
- 3.3. Your purchase equipment may also be covered by a manufacturer warranty.
- 3.4. The purchase equipment provided to you is provided on the basis it is fit for the purpose you specify during Application for service (for example, residential use or business use).

4. This warranty does not cover

- 4.1. Equipment not supplied by InnoTel.
- 4.2. Damage caused by an external event, for example lightning, flood or fire.
- 4.3. Damage caused by misuse, mishandling or physical force.
- 4.4. Damage caused by exposure to excessive heat or liquid

- 4.5. Damage caused by interference; modification, tampering, interference or use other than specified in the user guide or instructions.

5. How to claim under the warranty

- 5.1. To make a claim under the warranty, please call innoTel on 1300 736 048 and we will advise you of the necessary steps.
- 5.2. innoTel recommends ceasing to use the goods if when a fault arises.

6. Warranty periods for goods

- 6.1. The warranty period begins from the date you purchase the purchase equipment form innoTel.
- 6.2. The following outlines warranty periods for specific equipment: purchased from innoTel

Equipment Manufacturer	Equipment Model	Warranty Period	
		Purchased WITH accompanying service	Purchased WITHOUT accompanying service
Netcomm	NB604N		12 Months
Netcomm	NF4V	Equal to service contract length, or minimum of 12 Months, whichever greater	12 Months
Netcomm	NF10WV		12 Months
Cisco	RV130W		12 Months
Ubiquiti	EdgeRouter Lite		12 Months

- 6.3. For the avoidance of doubt;
- 6.3.1. Purchased WITH accompanying service means that the equipment was acquired or purchased at the time a service was purchased from innoTel and the Equipment is directly related to that service (e.g. for use with that service).
- 6.3.2. Purchased WITHOUT accompanying service means that the equipment was acquired or purchased in a separate transaction to a service purchase from innoTel, if a service purchase was made in the past, current or future.

7. Expenses associated with Warranty

- 7.1. You are required to pay for postage and handling costs associated with returning the purchase equipment to us.

8. Replacements and/or Repairs

- 8.1. If we accept your Warranty claim;
- 8.1.1. Where the purchase equipment is to be replaced, it may be replaced with refurbished goods of the same type.