

## HARDWARE WARRANTIES

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When you purchase hardware such as modems, routers, switches or access points, you are more than likely entitled to a warranty under the Competition and Consumer Act.

Warranties for all hardware purchased from CipherTel is for 12 months from the date of purchase, unless an extended warranty has been specifically requested and is available from the Manufacturer. Extended Warranties may incur additional costs which will be advised prior to supply of any hardware. The warranty does not apply to faults caused by any of the following:-

1. Any equipment not supplied by CipherTel.
2. Damage caused by you or someone in possession of the equipment, for example, misuse, damage caused by heat or liquid exposure.
3. Any interference with or modification to the equipment or a failure to use it in accordance with instructions.
4. Fire and flood damage or theft of the equipment.

CipherTel staff will deal with any warranty claims on your behalf with the product manufacturer.

If making a claim we require that the equipment be returned to CipherTel for assessment and testing. You will be required to pay for postage costs associated with return of the equipment. If the equipment is deemed faulty and complies with the time limitations, it will be replaced or refurbished at no cost to you.

Where it is not possible for the manufacture to provide a like for like replacement a product of similar functionality may be provided.

If no fault is found with the equipment, or it is outside of the warranty period, the equipment will be returned to you.

If you require further information or wish to make a warranty claim, please contact CipherTel on 1300 309 500 or email [support@ciphertel.com](mailto:support@ciphertel.com).

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