



FAIRTEL
Fixed Line, Mobile and Internet Services

WARRANTY INFORMATION

We offer a limited warranty on some kinds of hardware that you purchase from us.

To claim under the warranty, you should contact us as described on this website and answer any questions we have. We will assess whether you are eligible to claim under the warranty and whether to repair or replace your equipment, or provide a credit.

If we determine that your equipment needs to be returned, you will need to send the faulty equipment to us.

The warranty does not apply to faults caused by any of the following:

- (a) any equipment not supplied by us;
- (b) any interference with or modification to the equipment or a failure to use it in accordance with instructions; or
- (c) damage caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat); or
- (d) an external event (for example a fire or flood).

The benefits given to you by this warranty are in addition to other rights and remedies you may have at law.

Our hardware comes with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and 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.

If you have an issue with your modem please contact FairTel on 1300 714 930 option 2