



## Warranty and Repair Policy

### What are warranties and repairs?

- A warranty is similar to a guarantee, in that it provides you with an assurance that any major problem that occurs will be remedied.
- Alternatively a repair is an alteration or remedy that is made to an item. Typically a repair will incur a fee.

Unless expressly stated otherwise Community Telco supplies all goods under the terms and conditions defined within this policy. Typically Community Telco will not facilitate repairs to hardware on your behalf. All repair related inquiries should be directed to applicable service centres.

### Our approach to warranty claims

Our hardware comes with guarantees that cannot be excluded under the Australian Consumer Law. If you have purchased hardware from Community Telco and you determine that it has a defect we will allow you to choose a refund or replacement if the hardware has a **major** problem. If the problem is **not major**, we will repair the item within a reasonable time. If it is not repaired in a reasonable time you can choose a refund or replacement.

#### What is a major problem?

A major problem is when the item:

- has a problem that would have stopped you from buying the item if you knew about it
- is unsafe
- is significantly different from the sample or description provided
- Doesn't do what we said it would, or what you asked for and can't be easily fixed.

Please note we are not required to provide a refund or replacement if you change your mind.

**Important Note - If we replace or repair your hardware this may result in the loss of user generated data stored within your device. This may include loss of data such as telephone numbers, images etc. If your hardware is repaired, refurbished parts may be used. If your hardware is replaced it may be replaced by refurbished goods of the same type.**

### Voluntary Warranty Periods

Under some circumstances Community Telco will provide you with a voluntary warranty period. The circumstances under which we will provide such a warranty are outline below. Importantly any rights you have under a voluntary warranty are in addition to those provided under the Australian Consumer Law.

#### Hardware obtained as part of a hardware inclusive plan

When you obtain hardware as part of a hardware inclusive plan, your hardware will be covered by a warranty for the life of the contract.

*For example: If you receive an included handset for \$0 upfront on your mobile plan and the mobile plan is contracted for 24 months. Your handset will have a voluntary warranty period of 24 months.*

#### Hardware purchased outright

When you purchase hardware outright it will be covered by a standard manufacturer's warranty. Typically this is for a 12 month period. The terms and conditions of the manufacturer's warranty are set out in the documentation that you receive when you purchase hardware.

**Important note: All warranties start from the date the hardware is invoiced to you by Community Telco.**

### **The cost of lodging a warranty claim**

Typically if you contact us and we accept your warranty claim you are responsible for covering any incidental costs associated with lodging your claim. In some circumstance Community Telco may elect to cover reasonable expenses incurred by you when making a claim.

### **Hardware damage caused by misuse or liquid ingress**

Unless expressly stated otherwise your rights under this policy will not extend to cover faults or issues caused as a result of misuse (such as physical damage) or liquid ingress. Once a claim is lodge, if it is determined that the fault is as a result of either misuse or liquid ingress, then this will be treated as an out of warranty service job. In such instances, a quote will be obtained and approval sought prior to any repairs being undertaken.

### **What should I consider prior to lodging a warranty claim?**

If you think your hardware may be faulty, follow the troubleshooting process accessible via the links below prior to considering lodging a warranty claim.

#### **Standard troubleshooting**

You may find an instant solution to your problem by following the troubleshooting guides available on the following websites. By following these recommended steps you may avoid the inconvenience of being without your hardware for a period of time, and in some instances avoid fees for non-warranty related problems.

Type of Hardware	Website
Samsung	<a href="http://www.samsung.com.au">www.samsung.com.au</a>
Nokia	<a href="http://www.nokia.com">www.nokia.com</a>
Sony Ericsson	<a href="http://www.sonyericsson.com">www.sonyericsson.com</a>
HTC	<a href="http://www.htc.com.au">www.htc.com.au</a>
LG	<a href="http://www.lg.com.au">www.lg.com.au</a>
Apple	<a href="http://www.apple.com.au">www.apple.com.au</a>

If troubleshooting doesn't solve your problem, establish if your hardware is under warranty. If your hardware is out of warranty your only alternative would be to send the hardware away for quotation and repair. Please contact our customer centre on 1300 743 303 for a list of repair centres.

### **Changes to this policy**

From time to time, it may be necessary for us to review our warranty and repair policy. We reserve the right to amend our warranty and repair policy at any time and to notify you by posting an updated version on our web site [www.communitytelco.com.au](http://www.communitytelco.com.au)

### **How to contact us**

If you have any questions about this policy or about how you can lodge a warranty or repair claim please contact our customer service staff on 1300 743 303 or via email at [service@communitytelco.com.au](mailto:service@communitytelco.com.au)