

# 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 Ello for the purpose of accessing services supplied by Ello.
- 1.3. **Us, Company, Ello;** means Ello Group Pty Ltd (ABN: ) 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:  
  
 Ello Group Pty Ltd  
  
 Suite 5, Level 4, 424 St Kilda Road  
 Melbourne VIC 3004.  
  
 Phone: 1300-ello-care (1300 355 622)  
 Email: care@ello.com.au

## 3. Your rights under the warranty

- 3.1. Where a claim is made under the warranty, Ello 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 Ello.
- 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 Ello on 1300 ELLO CARE (1300 355 622) and we will advise you of the necessary steps.
- 5.2. Ello 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 Ello.
- 6.2. The following outlines warranty periods for specific

Equipment Name/ Model	Warranty Period
Netcomm-N300 WiFi ADSL Modem Router - USB Host Port. IPv6-NB604N	24 months
Netcomm-VDSL/ADSL WiFi Gigabit Modem Router-NF4V	24 months

## 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.

## Warranty Information Statement

- 8.1.2. Where the purchase equipment is to be repaired, it may be repaired using refurbished goods, components or parts.
- 8.1.3. If your purchase equipment is capable of storing, retaining or saving user generated data, for example messages, email, contacts, software and other user stored data, the repair of the purchase equipment may result in the loss of data.

### **9. Consumers rights under the Australian Consumer Law**

- 9.1. Our goods come 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.