



NetComm Product Warranty

Product Warranty

If you are a consumer, NetComm offers a two (2) year warranty on fixed broadband products commencing from the date of purchase. This warranty, which NetComm offers to you as a customer, is in addition to your statutory rights set out below.

Statutory Warranty

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 for 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.

There is a major failure to comply with a consumer guarantee when:

- You would not have purchased the product if you had known about the problem;
- The product is significantly different from the description, sample or demonstration model you were shown;
- The product is substantially unfit for its normal purpose and cannot easily be made fit within a reasonable time;
- The product is substantially unfit for a purpose that you told the supplier about, and cannot easily be made fit within a reasonable time; or
- The product is unsafe.

If you purchased our goods in New Zealand and are a consumer you may also be entitled to similar statutory guarantees, which are in addition to the Product Warranty. For more information on this, please refer to <https://www.consumerprotection.govt.nz/general-help/guide-to-buying-smart/warranties/>. This document only provides information regarding the Statutory Warranty that applies in Australia.

What must I do to claim my Product Warranty or Statutory Warranty?

ISP provided products

If you have been provided your product by an internet service provider (ISP), you should contact your ISP and not NetComm about warranty claims. The information below applies to NetComm Fixed Broadband products that have been purchased through a retail store.

Non-ISP provided products

If you have purchased your product from a retail store, you can make a warranty claim at

<http://support.netcommwireless.com/warranty-info>

To submit a warranty claim, you will need the date of purchase. Make sure you have your proof of purchase details to hand.

Proof of Purchase

Please retain a copy of the proof of purchase (such as an invoice or receipt) for your NetComm product. The proof of purchase is required to confirm that your product is still covered by the Product Warranty.

Return Authority (RA)

If you experience a hardware fault go to <http://support.netcommwireless.com/return-authority> and fill out the required details. Our NetComm Customer Care team will issue you an RA number after the fault has been verified. Goods that are sent to NetComm without RA number will not be accepted for warranty claim.





Returning goods to NetComm

Clearly mark the RA number on the outside of the package when sending the fault product to NetComm. Please return the faulty product along with the proof of purchase and power supply unit. There is no need to return accessories such as link cables, antennae's or guides.

The cost of transporting goods safely to and from NetComm's nominated premises is the customer's responsibility. Registered post or reputable courier services are the recommended shipping methods when sending items to NetComm. Please note that NetComm does not accept responsibility for items lost or stolen in transit to and from NetComm.

Ensure the package is clearly marked on the outside with your RA number and send it to:

Australia:

NetComm Service Centre
Locked Bag 67
Wetherill Park NSW 1851

New Zealand:

NetComm Wireless C/- Brightstar NZ
503 Mount Wellington Hwy
Mount Wellington, Auckland 1060

How do I check on the status of my returned item?

The standard turn-around time for product repairs is five (5) business days from receipt of your product by NetComm. Please do not contact NetComm for status updates during this period. If you wish to contact NetComm after five (5) business days from receipt of your product by NetComm, please contact Technical Support via the Customer Care Portal and quote your RA number.

What NetComm must do

Product Warranty remedies

Goods within the warranty period (as applicable) found to have a fault, excluding faults which void the warranty as set out in the warranty documentation that accompanies your product, are repaired or replaced by NetComm.

Products that are not covered by a current Product Warranty, or returned to the NetComm Service Centre without prior diagnosis by the NetComm Technical Support Centre and found to be fault-free will be charged an assessment fee and a return freight fee in accordance with our current price list available at www.netcommwireless.com.

Statutory Warranty remedies

If there is a major failure with the product, the remedies that you may be entitled to under the Statutory Warranty include product repair, refund or identical replacement (where available).

NetComm's address

NetComm Wireless Limited is an Australian company with Australian Company Number 002 490 486. Our registered address is Level 5, 18-20 Orion Road, LANE COVE NSW 2066 AUSTRALIA. On 1 July 2019 all outstanding shares in NetComm Wireless Limited were acquired by Casa Systems, Inc. Casa, is the new face of NetComm. Please do not return products to this address.

Queries

If you have any questions regarding information contained in this document, please contact our Customer Care Portal via <http://support.netcommwireless.com>.

It is important to know that NetComm has no control over the internet service you use. Please contact your ISP for initial assistance. After your ISP conducts initial troubleshooting and if it believes the issue is product related then it will contact NetComm separately to resolve. We are here to support device related issues and not network or other non-device related issues (e.g. interoperability with third party devices).

