



NuSkope Hardware Warranty Information

1. Making a Claim

- 1.1. If you need to make a claim under our warranty, you must first contact us by phone (1800 733 418) or email (support@nuskope.com.au). We will assess your claim and determine whether to repair or replace your equipment or provide a credit or refund.
- 1.2. If you need to return your faulty equipment, we will send you replacement equipment and a return postage bag for you to return the faulty equipment to us.
- 1.3. If the faulty equipment (including original power pack, cables, disks, manuals and other components) is not returned to us within 14 days, you will be charged for the replacement equipment.

2. Consumer Rights

- 2.1. The benefits provided to you under our warranty are in addition to the rights and remedies you may have at law.
- 2.2. 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.

3. Warranty

- 3.1. We will repair, replace or provide credit for faulty equipment provided by us, at no cost to you, if you make a valid claim within the relevant Warranty Period.
- 3.2. Goods presented for repair may be replaced by refurbished equipment of the same type rather than being repaired. Refurbished parts may be used to repair the equipment. Where refurbished equipment is supplied, the warranty in relation to that equipment applies for the remainder of the original warranty period, or 30 days, whichever is longer.



- 3.3. Equipment models may change over the course of the warranty. Any replacement equipment provided to you under warranty will meet the same functional requirement as the original equipment.
- 3.4. Repairing or replacing your equipment may result in lost data (for example, telephone numbers). It is your responsibility to back-up any data you may require.

4. Excluded Events

- 4.1. Our warranty does not apply to (**Excluded Events**):
 - (a) any faults caused by accident, abuse, storms, lightning, power surge, exceeding voltage specifications, fire, flood, hacking, liquid damage, or other external events;
 - (b) any faults caused by modification of the equipment, unauthorised maintenance or repair, or failure to use equipment in accordance with instructions;
 - (c) any damage caused by you or someone else who has used the equipment (for example, abuse, liquid damage, or damage caused by excessive heat); or
 - (d) any equipment not supplied by us.
- 4.2. On return of faulty equipment, we may inspect the equipment to determine if the fault was caused by an Excluded Event. If we determine the fault was caused by an Excluded Event, you will be charged for the repair or replacement equipment.
- 4.3. We will not charge you for replacement equipment under clause 4.2 if you have not used the replacement equipment and you return it to us in its original, unopened packaging.

5. Warranty Period

- 5.1. The Warranty Period for equipment supplied by us commences on the day you purchased the equipment. The applicable Warranty Periods for equipment supplied by us are:

NuSkope Antennas NuSkope antennas installed by us for NuSkope WDSL customers are covered by a hardware warranty for the lifetime of your account with us.

Routers 12 month NuSkope warranty
(An extended manufacturer warranty option may be available from Tenda - see equipment packaging for details)