



## Hardware Warranty

If you experience problems with the hardware supplied by Activ8me, you will need to contact our Customer Care Centre and lodge a support request. This can be lodged via phone on 1300 76 02 19, via email at [support@activ8me.net.au](mailto:support@activ8me.net.au), or via our online Support Enquiry Form (<http://www.activ8me.net.au/contact/support>).

If we are unable to fix the problem, and the equipment is under warranty, we will send you a pre-configured replacement device as well as a pre-paid return freight satchel to return the faulty device at our cost.

If the faulty equipment (complete with all included cables and accessories) is not returned to us within 30 days of you receiving the replacement equipment, you will be charged for the replacement equipment and freight costs. You will also be charged if the returned device (i) is found to be faulty due to accidental or deliberate damage, however caused, or (ii) is faulty due to misuse, or (iii) was not supplied by Activ8me.

If the faulty equipment is not under warranty, and we are unable to resolve the fault, we will offer to sell you a pre-configured replacement device. If you accept our offer, we will ship the replacement equipment to you and charge it to your Activ8me account.

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.

This warranty is provided by Australian Private Networks Pty Ltd (ABN 27 103 009 552).