

VoIP/IP Telephony Hardware

Statement of Standard Product Warranty



This Statement of Standard Product Warranty applies to all VoIP phones and accessories, routers, switches and other IP telephony equipment provided by Alltel Pty Ltd as part of our Business VoIP and Hosted Phone System services.

The Product is warranted for twelve (12) months from the date of purchase from Alltel Pty Ltd, based on terms and conditions outlined in this *Statement of Standard Product Warranty*. This warranty against defects is offered to the Consumer of the Product as defined under Australian Consumer Law. The Consumer is entitled to a replacement or refund for a major failure and for any compensation for any other reasonably foreseeable loss or damage. The Consumer is also entitled to have the Product repaired or replaced if the Product fails to be of acceptable quality and the failure does not amount to a major failure.

The *Standard Product Warranty* applies only to Product sold, installed and serviced by Alltel Pty Ltd, and only where the Product is used and serviced within Australia. Warranty cover is offered by Alltel Pty Ltd, and is limited to the repair or replacement of the faulty item, and does not cover any corresponding labour charge associated with this activity. Warranty service will be provided only if a valid proof of purchase is presented when a Warranty Claim is requested.

The *Standard Product Warranty* applies only if the Product has been installed and used in accordance with the manufacturer's recommendations (as noted in the installation and operating instructions) under normal use and reasonable care in the opinion of Alltel Pty Ltd. The *Standard Product Warranty* covers normal use only and does not cover damage, malfunction or failure resulting from use of non-genuine parts and accessories, incorrect voltages, accident, misuse, neglect, shipping, build-up of dirt or dust, abuse, mal-adjustment of customer controls, mains supply problems, thunderstorm activity, liquid ingress, infestation by insects or vermin, tampering or repair by unauthorised persons, exposure to abnormally corrosive conditions or any foreign object or matter having entered the Product.

For Warranty Claim enquiries, please contact Alltel Pty Ltd

- by phone at 1300 255 835
- by email at support@alltel.com.au

The *Standard Product Warranty* is available only to the original purchaser of the equipment. Proof of purchase should be retained at all times, and is the responsibility of the Company to provide in making a Warranty Claim. The *Standard Product Warranty* cannot be transferred to a new owner due to resale of the Product. Repaired or replaced Product will be warranted for the remainder of the Warranty Period or 30 days from the date of replacement, whichever is longer. The *Standard Product Warranty* does not apply if the Product serial numbers have been removed, modified or altered in any way.

The Standard Product Warranty does not extend to any costs associated with delivery, handling, insurance or installation of the Product and its repair or replacement, does not extend to any damage or loss incurred during its repair or replacement, and its associated transit.

Unless otherwise specified to the Consumer, the benefits conferred by this warranty are additional to all other conditions, warranties, guarantees, rights and remedies expressed or implied by the Trade Practices Act (1974) and the Competition and Consumer Act (2010) in Australia and all other obligations and liabilities on the part of the manufacturer or supplier and nothing contained herein shall restrict or modify such rights, remedies, obligations or liabilities.

Any hardware sold by Alltel is covered by this *Standard Product Warranty*.