



Return Policy

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1. Introduction

Moose Mobile's return policy aims to help customers organise a refund in the event where their physical device supplied by Moose Mobile is faulty or if it is not able to correctly deliver an NBN or Home Wireless Broadband service to the customer's designated address. This policy only covers equipment provided for use with our NBN and Home Wireless Broadband products.

In this regard, Moose Mobile allows customers to take advantage of a 21-day Satisfaction Guarantee, where customers are able to try their new product and, in the event of not being able to receive the service, return it for a refund within a reasonable timeframe.

In order for a return to be processed, customers need to follow a number of steps, outlined in section 2 of this document.

2. Steps to return your product

- 1) To take advantage of our return policy you must inform us of your intention to return the product within 21 days from the connection date of your service. After informing us of your intention to return the product, we will require the posted product to reach us within 14 days from your return request date.
- 2) You must safely package and return the modem, making sure you have a clear reference so we can clearly identify who the package is from.
- 3) Ensure the router is undamaged and in its original and undamaged packaging with all associated cables and power adaptors. In order for a refund to be processed, we require each and every component to be returned. Any damage to the router, its components, or the original packaging may result in your refund request being rejected.
- 4) Moose Mobile cannot accept liability for any loss or damage that may occur in transit of the postal system, so we recommend returning the package using either Express Post or Registered Post as this will provide you with a tracking number and allow you to confirm the return of your parcel once it is received by us.

Please send any returns to:

Moose Mobile
PO BOX 464
Fortitude Valley QLD 4006

- 5) Once we have received your package and inspected the individual components for damage, we will issue a refund to the credit/debit card used for the purchase of your modem and cancel any contract you may have with Moose Mobile within 7 days.