

2019



Warranty Policy

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1. Introduction

Please contact Moose Mobile customer service for all warranty and technical support requests. To do so, please call us on (07) 3193 9400 or email us at admin@moosemobile.com.au.

Please note, our standard operating times are:

Monday – Friday: 9 AM – 8 PM AEST

Saturday: 10 AM – 6 PM AEST, **Sunday:** CLOSED

We recommend that you keep the original packaging for your product. In the event that you require a warranty repair and you do not have the original packaging, you will need to ensure that your product is safely packaged for transport to us. Moose Mobile accept no liability for any loss or damage that may occur in transit.

2. Warranty Terms

- 1) Our Warranty Policy currently covers the following products for sale by Moose Mobile:
 - a. Huawei B525 Router for use with Moose Home Wireless Broadband
 - b. Huawei Mobile Wifi E5577Fs
 - c. Huawei E3372 LTE USB Stick
- 2) Subject to the terms and conditions set out below, Moose Mobile agree to repair or replace your product in circumstances where it doesn't perform in accordance with normal operation specifications.
- 3) Our products are covered by a 1-year warranty from the manufacturer, and this extends to Moose Mobile customers who receive a product from us.
- 4) The warranty for products purchased from Moose Mobile ***does not*** apply:
 - a. to damage caused by accident, abuse, or misuse such as, but not limited to, dropping the router, scratching or cracking the case, and cutting any wires;
 - b. to damage caused by water or other liquid contact;
 - c. to damage caused by natural events such as fire, earthquake, storms, lightning, etc.;
 - d. to damage caused by exposure to abnormally corrosive conditions or entry by any insect, vermin or foreign object in the product;
 - e. to damage caused by repairs attempted by a third party;
 - f. to damage caused by use of defective or incompatible accessories;
 - g. to damage caused by use within another product;
 - h. to damage caused by operating the product outside any guidelines published for use; limited to installation of custom firmware or other software;

- i. to defects caused by normal wear and tear or otherwise due to the normal ageing of the product;
 - j. if any serial number has been removed or defaced from the product;
 - k. if the product is stolen or Moose Mobile reasonably believes that the product is stolen based on information provided by law enforcement authorities; or
 - l. to consumable parts such as batteries, protective coatings that are designed to diminish over time unless failure has occurred due to a defect in materials or workmanship.
 - 5) Moose Mobile requires any customer requesting service under the Warranty Policy to comply with directions from Moose Mobile Staff in relation to troubleshooting any issue and facilitating any repair or replacement under this Warranty Policy.
 - 6) When returning your product please ensure you can provide proof of delivery that the item has been received. We recommend sending it with Australia Post registered mail or express post with signature on delivery. If you do not have proof of delivery then Moose Mobile cannot be liable for any loss during the transit process.
 - 7) Moose Mobile reserves the right to replace the product with the same or equivalent product, rather than repair it. Where a replacement is provided, Moose Mobile will determine, in its discretion, the closest product within the then current range of products offered by Moose Mobile with which to replace the faulty or damaged product. The replacement product may differ with the replaced product in size and specification, at the reasonable election of Moose Mobile. Moose Mobile may replace parts with refurbished parts. Your product may be replaced by a refurbished product of the same type rather than being repaired. Replacement of the product or a part of the product under the warranty period does not extend or restart the warranty period.
 - 8) Moose Mobile reserves the right to determine which authorised repair centre (including any internal repair facilities) is the appropriate service location in any particular circumstance.
 - 9) Moose Mobile reserves reasonable discretion to determine whether any product is or is not performing in accordance with the Moose Mobile's specification, subject to applicable law.
 - 10) Moose Mobile may seek reimbursement of any costs incurred by us where the product is found to be in good working order, or when it has been determined that the Warranty Policy does not apply.
 - 11) Processing time for repairs/replacement can take up to 14 days. However, we will endeavour to have your item repaired or refunded as soon as possible.
 - 12) You will not be able to dispute delivery with Moose Mobile unless you can provide proof of delivery via Registered mail or Signature on Delivery via Australia Post or Courier services.
 - 13) To the full extent permitted by law:
 - a. Moose mobile will not be liable for any loss, damage, or alterations to third party hardware, software, programs, data, and/or information stored on the
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- phone, no matter how occurring; or for any loss or damage arising from loss of use, loss of profits or revenue, or for any resulting indirect or consequential loss or damage.
- b. Moose Mobile's aggregate liability in respect of all claims under the Warranty Policy shall not exceed the original purchase price of the product or, at Moose Mobile's option, replacement of the product with a like or similar product.
 - c. Moose Mobile excludes all other warranties, conditions, terms, representations and undertaking whether express or implied.
- 14) Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensations for any other 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.