

WARRANTY INFORMATION HALO MODEM



About our warranty

This warranty is given by MyRepublic Pty Ltd ACN 603 909 815 (“MyRepublic”) of PO BOX 7081, Alexandria, NSW 2015.

MyRepublic warrants that the product you have purchased from us (“Product”) will be free from defects in design, materials and workmanship at the date of original purchase. The warranty period is 12 months from the date of original purchase (“Warranty Period”).

If your Product fails to operate under normal use within your Warranty Period, MyRepublic will repair the Product or replace the Product with a refurbished product of the same or of a similar Product. Product models may change over the course of this warranty. It may be necessary for the replacement unit to be a refurbished unit, a different model, and/or from a different manufacturer.

The Warranty is not transferable and does not cover any services nor does the Warranty Period recommence upon receipt of any repaired or replacement unit sent to you.

About our warranty conditions

This warranty does not cover the following circumstances:

- i. Changing your mind
- ii. Mechanical damage to the Product caused by misuse, impact or accidental damage
- iii. Damage caused by other electronic devices connected to the Product
- iv. Hacking of Product firmware, or tampering with the Product or security seals
- v. Introduction of computer viruses
- vi. Heat, liquid, lightning or power surge damage or damage caused by any

other external events or
vii. Theft

Please note that your personal settings, content and other information (such as Parental control settings or data on an external USB drive plugged into the Product) may be lost when the Product is repaired or replaced. MyRepublic will not make a back-up copy of your information and data. MyRepublic does not take responsibility for any lost information of any kind and will not reimburse you for such loss. You should always make back-up copies of all the information stored on the Product before handing in your Product for repair or replacement.

MyRepublic respects your rights as a consumer. The benefits given to you by this warranty are in addition to other rights and remedies you may have at law. 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. Nothing contained in this warranty shall be read or applied so as to exclude, restrict or modify the application of applicable provisions of Australian Consumer Law, including Consumer entitlements described in the Competition and Consumer Act (as amended), or any relevant State or Territory statute which by law cannot be excluded, restricted or modified.

To the extent that any such statute permits MyRepublic to limit our liabilities to compensate or indemnify you or any other person for breach of an implied guarantee, condition or warranty, our respective liabilities for such breach shall be limited

to, at our option: (a) the replacement of the Product or the supply of an equivalent Product or payment of the cost of replacing the Product or acquiring an equivalent Product; or (b) the repair of the Product or payment of the cost of having the Product repaired.

How to claim under our warranty

In order to make a warranty claim you must contact us by phone, chat or email to let us know you wish to make a claim. Our contact details are provided below:

MyRepublic Pty Ltd

Phone: 1300 130 888

Email: customerservice@myrepublic.com.au

Chat: myrepublic.com.au

We will assess whether you are eligible to make a claim under warranty.

If we determine that your Product needs to be returned, you will be sent a return bag for you to return the Product. We may also send you a replacement Product. You must return all cables, accessories and components with the original Product within 14 days of receipt of the bag.

If we send you a replacement Product and you do not return the original Product within 14 days of receipt of the replacement Product, you will be charged the full retail price (not promotional pricing) for the purchase of the replacement Product that we sent to you, plus any shipping costs. If a returned Product is found to not be eligible for a warranty claim, you will be charged the full retail price (not promotional pricing) for the purchase of any replacement Product that we sent to you (unless you return it to us unused and in its unopened packaging), plus any shipping costs. You will also still be charged for the original Product and, if the original Product has already been paid for, you will not be entitled to a refund.