

## OPTUS Limited warranty conditions

1. This product is warranted for 24 (twenty four) months from original date of purchase; excluding battery and accessories, which have 6 months warranty from date of purchase, subject to the terms and conditions contained herein.
2. The product will be repaired or replaced without charge by Optus or Optus' Authorised Service Centres, if, at their sole discretion, it is found to be faulty within the warranty period. (Inspection and handling charges may apply if your device is not covered by our warranty terms and conditions)
3. Repaired or replaced parts, or devices, will be warranted for the original warranty period or for 90 days from the date of repair, whichever is longer.
4. This warranty only applies to products sold and distributed within Australia by Optus and its authorised distributors and/or retail outlets.
5. This warranty only applies if the product has been used in accordance with the manufacturer's instructions under normal use and with reasonable care (in the opinion of Optus or Optus' Authorised Service Centres) subject to all terms and conditions set out in this document and in the handbook.
6. What this limited warranty does not cover:
  - (a) Defects or damages resulting from the misuse of this product.
  - (b) Defects or damages from abnormal use, abnormal conditions, improper storage, exposure to moisture, oils and solvents, extreme environmental changes such as temperature and humidity, dampness or corrosive environments, unauthorised modifications, unauthorised repair, neglect, rough handling, abuse, accident, alteration, improper installation, incorrect voltage application, food or liquid spillage, acts of God.
  - (c) Breakage or damage to external antennas or sockets; unless caused directly by defects in materials or workmanship.
  - (d) The cost of delivery or transportation of the product to the dealer or officially appointed service centre.
  - (e) Normal wear and tear.

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- (f) If the Product has been opened, modified or repaired by anyone other than an authorised Optus service centre, or if it is repaired using unauthorised spare parts.
  - (g) If the serial number (IMEI), date code, or other manufacturer applied stickers or labels have been removed, erased, defaced, altered or are illegible in any way subject to the sole discretion of Optus.
  - (h) Damage resulting from the use of non-Optus approved accessories.
  - (i) That the software or hardware provided will work in all circumstances or to your specific requirements, that the operation of the software will be uninterrupted or error free, or that Optus will rectify any such defects.
7. Optus reserves the right to repair or replace your device with a new or re-furnished equivalent device. Goods presented for repair may be replaced by refurbished goods of the same type rather than the defective goods being repaired. All parts or faulty product that have been replaced or exchanged become the property of Optus.
  8. Optus are not responsible for delays or charges in the warranty process if a device is network locked to a specific operator and that operator has delays in unlocking or returning the device.
  9. This limited warranty does not cover downloaded content, 3rd party software or settings and you should back up all content before making a warranty claim. The repair or replacement of goods may result in loss of user data.
  10. To the extent permitted by applicable law, Optus will not provide any reimbursement for loss of service, contract time or loss of content.
  11. The warranty against proven defects is provided in addition to other rights and remedies of the consumer under law.
  12. This warranty is provided by Optus.

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## Limited warranty

To the extent permitted by applicable law, this limited warranty is your sole and exclusive remedy against Optus and Optus' sole and exclusive liability in respect of defects in product. However, this limited warranty shall not exclude nor limit any of your legal (statutory) rights under the applicable national laws.

To the extent permitted by applicable law Optus does not assume any liability for loss of or damage to or corruption of data, for any loss of profit, loss of use of products or functionality, loss of business, loss of revenues or loss of anticipated profit, increased costs or expenses or for any indirect, or special or consequential loss or damage. To the extent permitted by applicable law Optus' liability shall be limited to the purchase value of the product. The above limitations shall not apply to death or personal injury caused by defect of product in material, design and workmanship.

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.

Optus reserves the right to change device features, software and warranty procedures without notice

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## User Information - Please attach your receipt and keep this card in a safe place.

Model Number .....

Date of Purchase .....

IMEI Number .....

(Printed on side of box and under battery cover)

## In the event of a fault with the device please follow this quick guide:

1. Power the device off.
2. Check your USIM is valid and correctly inserted.
3. If you are connecting to a PC please reboot the PC.
4. Power the device on.
5. Restore all settings to default.
6. Consult our website for support and further troubleshooting at [optus.com.au/prepaidphones](http://optus.com.au/prepaidphones)
7. If making a claim under Optus' limited warranty policy you shall return your product to your place of purchase.
8. You shall submit a copy of your original receipt which shows the model, serial (IMEI) number, date and place of purchase and name and address of the seller. This information must be legible and unaltered.