

## Consumer guarantees, warranties and goods we supply

### Personal, domestic or household goods

If we supply you with goods that are of a kind ordinarily acquired for personal, domestic or household use or consumption then under the Australian Consumer Law, the goods are subject to a number of consumer guarantees that cannot be excluded or limited.

### Other goods costing \$40,000 or less

If we supply you with goods that are not of a kind ordinarily acquired for personal, domestic or household use or consumption but cost no more than \$40,000, the goods are also subject to the consumer guarantees that cannot be excluded, but can be limited in certain ways. Our customer contract may limit them as allowed by law.

### The consumer guarantees

These include guarantees that:

- \* we can give you the title to the goods;
- \* the goods are free of third party interests;
- \* the goods are of acceptable quality (within the meaning of the Australian Consumer Law)
- \* they are reasonably fit for any purpose you have disclosed to us, and for any purpose for which we represent that they are reasonably fit – and some other matters. You can obtain full details at [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)

### MyNetFone's warranties

MyNetFone General Terms and Conditions warranty for new hardware equipment is 1 Year.

### Manufacturer's warranties

In addition to the consumer guarantees, goods we supply have the benefit of manufacturer's warranties as follows:

Category	Brand	Model	Manufactures Warranty	Manufacture Link	
<b>Dect Handsets</b>	Gigaset	A510H	2 Years	<a href="http://gigaset.com/au/en/product/GIGASETA510H.html?tab=data">http://gigaset.com/au/en/product/GIGASETA510H.html?tab=data</a>	
		A510IP	2 Years	<a href="http://gigaset.com/au/en/product/GIGASETA510IP.html?tab=data">http://gigaset.com/au/en/product/GIGASETA510IP.html?tab=data</a>	
		C610H	2 Years	<a href="http://gigaset.com/au/en/product/GIGASETC610H.html?tab=data">http://gigaset.com/au/en/product/GIGASETC610H.html?tab=data</a>	
		C610IP	2 Years	<a href="http://gigaset.com/au/en/product/GIGASETC610IP.html?tab=data">http://gigaset.com/au/en/product/GIGASETC610IP.html?tab=data</a>	
	Panasonic	TGP500	1 Year	<a href="http://www.panasonic.com.au/Products/Phone+systems/VoIP+cordless+phone+systems/Product+listing">http://www.panasonic.com.au/Products/Phone+systems/VoIP+cordless+phone+systems/Product+listing</a>	
		TGP550	1 Year	<a href="http://www.panasonic.com.au/Products/Phone+systems/VoIP+cordless+phone+systems/Product+listing">http://www.panasonic.com.au/Products/Phone+systems/VoIP+cordless+phone+systems/Product+listing</a>	
TPA50		1 Year	<a href="http://www.panasonic.com.au/Products/Phone+systems/VoIP+cordless+phone+systems/Product+listing">http://www.panasonic.com.au/Products/Phone+systems/VoIP+cordless+phone+systems/Product+listing</a>		
<b>IP Handsets</b>	Cisco	SPA500S	1 Year	<a href="http://www.cisco.com/en/US/products/ps10499/products_data_sheets_list.html">http://www.cisco.com/en/US/products/ps10499/products_data_sheets_list.html</a>	
		SPA502G	1 Year	<a href="http://www.cisco.com/en/US/products/ps10499/products_data_sheets_list.html">http://www.cisco.com/en/US/products/ps10499/products_data_sheets_list.html</a>	
		SPA504G	1 Year	<a href="http://www.cisco.com/en/US/products/ps10499/products_data_sheets_list.html">http://www.cisco.com/en/US/products/ps10499/products_data_sheets_list.html</a>	
		SPA508G	1 Year	<a href="http://www.cisco.com/en/US/products/ps10499/products_data_sheets_list.html">http://www.cisco.com/en/US/products/ps10499/products_data_sheets_list.html</a>	
		SPA525G2	1 Year	<a href="http://www.cisco.com/en/US/products/ps10499/products_data_sheets_list.html">http://www.cisco.com/en/US/products/ps10499/products_data_sheets_list.html</a>	
	Snom	300	1 Year	<a href="http://www.snom.com/en/support">http://www.snom.com/en/support</a>	
		320	1 Year	<a href="http://www.snom.com/en/support">http://www.snom.com/en/support</a>	
		360	1 Year	<a href="http://www.snom.com/en/support">http://www.snom.com/en/support</a>	
		370	1 Year	<a href="http://www.snom.com/en/support">http://www.snom.com/en/support</a>	
		SNOM-HS-MM3	1 Year	<a href="http://www.snom.com/en/support">http://www.snom.com/en/support</a>	
		SNOM-HS-MM2	1 Year	<a href="http://www.snom.com/en/support">http://www.snom.com/en/support</a>	
	Polycom	IP321	1 Year	<a href="http://www.polycom.com/products-services/voice/desktop-solutions/soundpont-ip-series.html">http://www.polycom.com/products-services/voice/desktop-solutions/soundpont-ip-series.html</a>	
		IP331	1 Year	<a href="http://www.polycom.com/products-services/voice/desktop-solutions/soundpont-ip-series.html">http://www.polycom.com/products-services/voice/desktop-solutions/soundpont-ip-series.html</a>	
		IP560	1 Year	<a href="http://www.polycom.com/products-services/voice/desktop-solutions/soundpont-ip-series.html">http://www.polycom.com/products-services/voice/desktop-solutions/soundpont-ip-series.html</a>	
		IP670	1 Year	<a href="http://www.polycom.com/products-services/voice/desktop-solutions/soundpont-ip-series.html">http://www.polycom.com/products-services/voice/desktop-solutions/soundpont-ip-series.html</a>	
		IP6000	1 Year	<a href="http://www.polycom.com/products-services/voice/desktop-solutions/soundpont-ip-series.html">http://www.polycom.com/products-services/voice/desktop-solutions/soundpont-ip-series.html</a>	
	<b>Switches</b>	Cisco	SD208P	Limited lifetime hardware 1-year limited warranty for fans and power supplies.	<a href="http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps10007/ps10020/data_sheet_c78-530613.html">http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps10007/ps10020/data_sheet_c78-530613.html</a>
			SF300-24P	Limited lifetime hardware	<a href="http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps10898/data_sheet_c78-610061.html">http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps10898/data_sheet_c78-610061.html</a>
SF302-08P			Limited lifetime hardware	<a href="http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps10898/data_sheet_c78-610061.html">http://www.cisco.com/en/US/prod/collateral/switches/ps5718/ps10898/data_sheet_c78-610061.html</a>	
<b>Routers</b>	Netcomm	NB604N	1 Year	<a href="http://www.netcommwireless.com/products">http://www.netcommwireless.com/products</a>	
		NB16WV	1 Year		
	Cisco	CISCO871	Not Specified - Refer Cisco	<a href="http://www.cisco.com/en/US/prod/collateral/routers/ps380/ps6200/product_data_sheet0900aecd8028a976.html">http://www.cisco.com/en/US/prod/collateral/routers/ps380/ps6200/product_data_sheet0900aecd8028a976.html</a>	
		CISCO881-SEC-K9	Not Specified - Refer Cisco	<a href="http://www.cisco.com/en/US/prod/collateral/routers/ps380/data_sheet_c78_459542_ps380_Products_Data_Sheet.html">http://www.cisco.com/en/US/prod/collateral/routers/ps380/data_sheet_c78_459542_ps380_Products_Data_Sheet.html</a>	
		CISCO887VA-SEC-K9	Not Specified - Refer Cisco	<a href="http://www.cisco.com/en/US/prod/collateral/routers/ps380/data_sheet_c78_459542_ps380_Products_Data_Sheet.html">http://www.cisco.com/en/US/prod/collateral/routers/ps380/data_sheet_c78_459542_ps380_Products_Data_Sheet.html</a>	
		SRP527W	Not Specified - Refer Cisco	<a href="http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/gatecont/ps10500/data_sheet_c78-550705.html">http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/gatecont/ps10500/data_sheet_c78-550705.html</a>	
	Billion	BiPAC7401VGP-R3-ADSL	Not Specified - Refer Billion	<a href="http://www.billion.com/product/voip/bipac7401vgpr3-voip-wireless-firewall-router.html">http://www.billion.com/product/voip/bipac7401vgpr3-voip-wireless-firewall-router.html</a>	
	<b>ATA</b>	Mitron	MV1	Not Specified - Refer Mitron	<a href="http://www.mitron.com.au/Products.html">http://www.mitron.com.au/Products.html</a>
Cisco		SPA122	1-year limited hardware 90-day limited software warranty	<a href="http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/gatecont/ps10024/ps10029/datasheet_C78-691107.html">http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/gatecont/ps10024/ps10029/datasheet_C78-691107.html</a>	
		SPA8000	1-year limited hardware 90-day limited software warranty	<a href="http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/gatecont/ps10024/ps10025/data_sheet_c78-504120.html">http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/gatecont/ps10024/ps10025/data_sheet_c78-504120.html</a>	
Linksys		SPA3102	1-year limited hardware 90-day limited software warranty	<a href="http://www.cisco.com/en/US/prod/collateral/vpndevc/ps6918/ps9692/ps9944/ps9946/data_sheet_c78-502105.html">http://www.cisco.com/en/US/prod/collateral/vpndevc/ps6918/ps9692/ps9944/ps9946/data_sheet_c78-502105.html</a>	
<b>Headsets</b>	Jabra	Pro 920	2 Year	<a href="http://www.jabra.com/products/wireless_headsets/jabra_pro_900_series/jabra_pro_920">http://www.jabra.com/products/wireless_headsets/jabra_pro_900_series/jabra_pro_920</a>	
		Pro 930	2 Year	<a href="http://www.jabra.com/Products/Wireless_Headsets/Jabra_PRO_900_Series/Jabra_PRO_930">http://www.jabra.com/Products/Wireless_Headsets/Jabra_PRO_900_Series/Jabra_PRO_930</a>	
		UC VOICE 550	2 Year	<a href="http://www.jabra.com/products/wired_headsets/jabra_uc_voice_550_series">http://www.jabra.com/products/wired_headsets/jabra_uc_voice_550_series</a>	

As advised above, 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.

#### Notes:

- 1 All Warranties are Return to Factory
- 2 MyNetFone General Terms and Conditions warranty and the manufactures warranty are not accumulative