



## NGV Hardware Terms and Conditions

Your NGV broadband service requires a working modem or router to access your service. NGV supplies TP-LINK hardware, and depending on the configuration of your service, your choices for hardware are:

- 1. TP-LINK 4 port VDSL Modem/Router: TD-W9970 - \$90.00**
  - Supplied to: Halcyon Waters, Halcyon Parks, Seachange, Royal Pines West, Bremer Waters, Gardens on Lindfield, The Springs, Palm Lakes Riverside, Halcyon Lakeside, Halcyon Greens, Sandstone Point, Halcyon Landing, Azure Blue Redcliffe
- 2. TP-LINK 4 port ADSL2+ Modem/Router: TD-W9970 - \$90.00**
  - Supplied to: Royal Pines East, Azure Blue Carina

You have the option to purchase and configure your own hardware, however NGV will not provide support directly relating to the configuration and/or troubleshooting of this hardware.

You can view more information about these products at <http://tplink.com.au>

### Hardware Warranty

All hardware provided by NGV comes with a 12-month warranty against defects. That warranty against defects does not apply to defects or damage caused by misuse, abnormal use, abuse, or defects or damage caused by external events outside of NGV's control; example: fire or flood damage.

You must claim against the warranty within the 12-month period.

### How to claim your hardware under warranty

In order to claim under warranty, you should contact NGV on 1800 007 648 or via email to [support@ngv.com.au](mailto:support@ngv.com.au) and advise that you wish to claim your hardware under its warranty. We will assess whether you are eligible to claim under the warranty.

If we determine that your hardware is faulty, and it is covered under warranty, we will ask you to return it to your site contact or directly to us, and we will arrange for a replacement free of charge.

If the inspection of your returned hardware identifies that the defect is not covered under warranty (example being it was caused by misuse or abuse of the hardware), you will be charged for the replacement hardware, and you agree to paying the \$90.00 replacement hardware charge on your next invoice.

The benefits of this warranty against defects is in addition to other rights and remedies that consumers can be entitled to under the Australian Consumer 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 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.