



How to Claim under the warranty and your rights

5.1 In order to claim under the warranty, you should contact us on 1300 306 126 or via email to admin@dreamtilt.com.au, advise that you wish to claim under the warranty and answer any questions we have. We will assess whether you are eligible to claim under the warranty and determine, at our option and in accordance with any specific terms that apply to the relevant equipment, whether to repair or replace your equipment, or provide a credit.

5.2 If we determine that your equipment needs to be returned, you will be sent or delivered replacement equipment and either return in a freight bag or have collected the faulty equipment.

5.3 If the faulty equipment is not returned to us, with all cables, accessories and components, within 21 days of you receiving the replacement equipment, you will be charged the full price for the purchase of the equipment that we supplied to you, plus any shipping costs relating to the equipment that was sent to you. You will also still be charged for the original equipment and if the original equipment has already been paid for, you will not be entitled to a refund.

5.4 The warranty does not apply to faults caused by any of the following (**Non Covered Events**):

(a) any equipment not supplied by us;

(b) any interference with or modification to the equipment or a failure to use it in accordance with instructions; or

(c) damage caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat); or

(d) an external event (for example a fire or flood).

5.5 If on inspection of the returned equipment we determine that the fault was caused by a Non Covered Event, you will be charged for the original equipment (or if the original equipment has already been paid for, you will not be entitled to a refund) and the replacement equipment, unless:

(a) you have not used the replacement equipment; and

(b) you return it to us in its unopened packaging,

in which case, you will not be charged for the replacement equipment.

5.6 The repair or replacement of equipment may result in loss of data (such as loss of connection specific details in a router configuration).

5.7 Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If your equipment is replaced with refurbished equipment, the warranty applies in relation to that refurbished equipment from the remainder of the original Warranty Period or thirty days, whichever is longer.

5.8 The benefits given to you by this warranty are in addition to other rights and remedies you may have at law.

5.9 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.



5.10 This warranty is given by Dreamtilt Pty Ltd (ACN 089 188 876). You can contact us on 1300 306 126 or via email to admin@dreamtilt.com.au if you have any questions regarding this warranty.

Warranty Periods

5.11 You must notify us of the fault with your equipment within the applicable Warranty Period (beginning from the date you purchased the equipment). For all equipment, standard manufacturer's warranty periods apply.

5.12 We will repair, replace or provide credit for faulty equipment provided by us at no cost to you, if you notify us of the fault within the applicable Warranty Period.

5.13 However, we will charge you for the repair or replacement of faulty equipment, if the fault was caused by a Non Covered Event. We may also charge you an Incorrect Call-Out Fee (as specified in the Pricing Schedule).

5.14 If we decide to repair the equipment, you must give us sufficient information to assess the fault, including allowing us to test your personal computer. If we find that the relevant component is not faulty, we may charge you an Incorrect Call-Out Fee (as specified in the Pricing Schedule).