

Modem Refund Policy

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Overview

This document explains our Modem Refund policy for our residential customers. It outlines the circumstances in which you may be entitled to receive a refund for the cost of a modem that you have purchased from us, and how you may request such a refund.

Nothing in this policy excludes any refund or replacement rights which arise under Australian consumer protection laws and cannot be excluded, such as in circumstances where a supplied modem is not fit for purpose or reasonably free from faults.

More customers may purchase modems from us. These can be purchased via our website <https://www.more.com.au/personal/nbn-plans#modems> or over the phone 1800 733 368. All modems are purchased and paid upfront and are not under a Contract. This means that upon purchase, the modems are already owned by the customer. These modems are unlocked and can be used with any service providers.

As modems are ordered from the manufacturer at the time of a customer's purchase, we do not accept any returns and refund requests except if during the ordering process, it has been identified that the service may not be connected for over 3 months onwards and customer could not wait, or your address is not serviceable.

- **Sample Scenario:** During your NBN appointment, NBN advises that a planned remediation date is set as an issue is identified with the delivery of the service. The planned remediation date is over 3 months from today's date.

Where the modem you received is faulty, damaged or does not conform with the advertised specifications,

you may be entitled to receive a refund or a replacement, depending on the nature of the issue.

If your scenario falls into the criteria stated above, you should contact our team through the channels mentioned on our website.

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Response time is within 3-5 business days. As requests are subject for review, please allow us time to process your request. Once approved, we will contact you via email and from then you will receive the refund back to the card used during sign up within 3-5 business days.

Refund or replacement requests will only be processed upon the receipt of the modem. Modems must be returned along with the box and the accessories that came along with it, in the same condition as when you received it. Received packages with incomplete components may result to deductions on the refund amount.

The return postage costs is at the customer cost. Please save the receipt of the postage just in case we need to track the modem in the future. If you are returning the modem because it was damaged or faulty when it was sent to you and the modem is confirmed to have a problem which requires us to provide you with a refund or replacement, you will be entitled to recover reasonable your reasonable postage costs.

There are instances that refunds take longer to process than normal, this may be depending on the clearing time of your issuing bank. If we have provided a confirmation that a refund has been processed but you have not received it yet, please check with your bank as well before calling us.

What does not qualify for a refund?

- Buyer's remorse - simply changed your mind, found it cheaper somewhere else.
- Delays with the nbn™ connection and decided to change providers – As service providers do not have control over the installation schedules by nbn™. As the modems are not locked, you may use it with other service providers.
- Decided to purchase another model and would like to swap the first modem purchased. A modem swap to another model is not allowed unless the modem has not been dispatched. If you would like to purchase the other modem, you may need to make a new purchase and you will end up having 2 modems.
- Cancelling the service within the 14-day nbn trial – As stated on our 14-day nbn trial terms and conditions, we do not issue refunds for modems purchased along with the plan. Exceptions stated above still apply.
- nbn™ delays with installation wherein the delay is attributable to the customer's premise not being completely ready for connection – sample scenario is when nbn™ could not proceed with the installation because the required in-home cabling has not been arranged by the customer yet and the customer changed their mind and cancelled.

If you have questions, feel free to reach out to our Customer Service Team at [1800 733 368](tel:1800733368).