

General Warranty

All equipment supplied by AINS Telecom come with a 12 month manufacturer's warranty.

This warranty is limited to fixing your equipment, or replacing it with the same or equivalent model of equipment (if the original model becomes unavailable for any reason). This does not exclude any remedies you may be entitled to by Law.

Should a fault occur during that timeframe, please contact AINS Telecom on 1300 887 877 and we will do our best to assist you with any warranty claims.

Replacement Warranty Details

Your replacement warranty period commences automatically from the date that you receive your first invoice for the equipment and there is no need to fill in any additional paperwork for the warranty to start.

All warranty claims will be processed at no cost to you if your warranty claim is valid and you follow our procedure.

To make a replacement warranty claim, please contact AINS Telecom on 1300 887 877.

If we need to replace your equipment, we will send you a preconfigured replacement unit, with a Hardware Return Form and a return courier satchel.

When you receive the replacement unit, please connect it immediately and call our Service Desk and quote your ticket id to ensure we have resolved the fault.

Returning Faulty Equipment

You need to return your faulty equipment within 14 days of receipt of your return postal satchel; otherwise, you will be charged for the replacement equipment.

You must include the original power pack, cables, disks and manuals along with the faulty equipment.

Make sure you fill out the Hardware Return Form and put it inside the return satchel. Once that is done, call the courier on the number supplied to arrange a pickup of your satchel.

Please note that the repair or return of equipment may result in loss of data.

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.

What Isn't Covered

The warranty doesn't cover the following:

- Changing your mind – please select your equipment carefully.
- Damage – caused by misuse, abuse or accidents (including damage by liquids, heat and power surges).
- Theft – this isn't an insurance policy.

Product information

AINS Telecom provides a range of routers, modems, switches and IP handsets from various manufacturers.

If you would like any information about any of the equipment supplied by us, please contact our Business Solutions Specialists on 1300 887 877.