

Hardware Warranty Policy

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Our hardware comes with unconditional warranties that cannot be excluded under 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. If you have purchased hardware through us, you are also entitled to have the hardware repaired or replaced if the hardware fail is determined to be of acceptable quality and the failure does not amount to a major failure.

Some of our hardware also comes with additional warranties supplied by us or a third party manufacturer (“Manufacturer Warranties”). In such circumstances, please refer to the warranty leaflet that came with the purchased goods to find details of such Manufacturer Warranties. If you wish to make or discuss a claim in relation to the product you have purchased, or to discuss your rights pursuant to customer guarantees under Australian Consumer Law, please contact Pronto Broadband at Support@prontobroadband.com.au or on 1300 304 038

Manufacturer Warranty Periods

Hardware	Warranty Period
ZTE H1600	24 months

Dead on arrival (DOA) units will be processed if the unit is found to be faulty within 30 days of purchase and a replacement will be issued in advance and you are required to return the faulty unit once the new unit is arrived.

Any warranty claim will require the customer to contact Pronto Broadband at Support@prontobroadband.com.au or via 1300 304 038. Once the device is diagnosed faulty, Pronto Broadband will require the customer to return the device before a replacement is issued. Instructions on how to do this can be provided by our support team by emailing Support@prontobroadband.com.au or by calling 1300 304 038.

Shipping fees to issue a replacement hardware for warranty or DOA claim will be free of charge.