

Hardware warranty policy

Our hardware comes with unconditional warranties that cannot be excluded under Australian Consumer Law. The Australian Consumer Law protects consumers by giving them certain guarantees when they buy goods and services. These are known as "Consumer Guarantees". For further information, please refer to the Australian Competition and Consumer Commission website.

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 a claim in relation to the product you have purchased please contact Accord at support@accordconnect.com.au or on 1300 017 150 (Monday to Friday, 8am–8pm AEST).

Hardware	Manufacturer warranty period
NetComm NFN10VW	12 months
TP Link VR500V	36 months
NetComm NF18ACV	12 months

If the hardware is found to be faulty within 30 days of purchase it will be processed as a Dead on Arrival (DOA) unit and a replacement will be issued in advance. You are required to return the faulty unit once the new unit is arrived.

For non-DOA claims, once the device is diagnosed faulty you will need 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@accordconnect.com.au or by calling 1300 017 150 (Monday to Friday, 8am–8pm AEST).

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