

Supplementary Terms and Conditions for Hardware purchases

Mytel's Standard form of Agreement (SFOA) describes the general terms and conditions under which Mytel offer you, the customer, goods and services. The definitions supplied in the SFOA apply to this document.

Hardware purchases are offered to you in accordance with the SFOA and the supplementary terms and conditions as stated in this document. Your request of hardware constitutes acceptance of both the SFOA and supplementary terms and conditions in this document and other supplementary terms and conditions where applicable.

The following Terms and Conditions form an Addendum to the SFOA and are specific to hardware purchases.

1. Release of Hardware

- 1.1 Unless otherwise confirmed by Mytel to You in writing, Mytel will not release hardware or equipment to you until full payment has been received.

2. Delivery

- 2.1 Mytel offer an Australian express delivery service using a variety of local and interstate courier companies. Please allow 3 business days for delivery.
- 2.2 Mytel's charges in respect of shipping and handling represent Mytel's estimate of the costs charged to Mytel by couriers, packaging suppliers and other sundry suppliers. Mytel reserves the right to levy additional charges to customers where the actual shipping fees exceed those estimated when arranging for dispatch. Unusually large, bulky or large item quantities are more likely to be affected by this policy. In instances where a further fee is levied Mytel will endeavour to contact you to confirm the increased shipping fee prior to dispatch however where this is not possible due to uncertainty of actual shipping costs a further fee will be levied post shipment. Please note that any further fee will only represent the recovery of actual shipping costs incurred.
- 2.3 We do not typically insure individual products shipped with our couriers. If you require insurance on your product please advise us specifically.
- 2.4 If no one is in attendance at the delivery premises at the time of delivery our courier service may either leave a card to advise you of the attempted delivery and ask you to call their regional office to arrange for a suitable delivery time OR they may contact you on your mobile phone number (if supplied) to ascertain your whereabouts.
- 2.5 Mytel does not ship outside Australia and New Zealand.

3. Product Warranty / Returns Policy

- 3.1 All products sold by Mytel include a 12 month manufacturer's warranty.
- 3.2 If you believe your hardware is faulty you should first contact Mytel support to confirm that your problem is related to a hardware failure. If Mytel support confirms that the hardware is the suspected cause of the issue and your equipment was purchased from Mytel within the past 12 months, a Return Authorization (RA) number will be issued to you prior to returning the item to Mytel.
- 3.3 Faulty products returned under warranty will only be accepted if accompanied by a Return Merchandise Authorisation (RMA) form.
- 3.4 Mytel will accept returns of unopened product for a period of up to 30 days following purchase. A restocking fee of 20% applies.
- 3.5 Returned products will only be accepted if in unopened condition, with all original packaging, documentation and hardware intact and accompanied by a Return Merchandise Authorisation (RMA) form.
- 3.6 It is the customer's responsibility to ensure returned products are returned safely to Mytel. The cost of return shipping is the responsibility of the customer.

- 3.7 We accept orders via our online portal or by email only. We do not provide a retail service via a shop-front, and all orders are for dispatch via courier shipment only.

4. Cancelling Orders

- 4.1 Customers may cancel an order after payment has been made but before Mytel dispatches the goods.
- 4.2 A restocking fee of 20% applies to cancelled orders where:
- 4.2.1 The order contains non-standard items; or
- 4.2.2 Work to customize, configure software, or build hardware or a hardware system has commenced prior to the customer cancelling the order.