



Buddy Telco - Hardware Terms and Conditions

These Hardware Terms and Conditions apply to the customer's purchase of hardware from Buddy Telco.

1. Hardware

1.1 Buddy Telco offers the following hardware to its customers:

- a. Eero6+ router (Hardware).

1.2 Note: Eero6+ mesh devices are not compatible with VDSL (Fibre To The Node/Fibre To The Basement) without a modem.

2. General Conditions

2.1 Upon purchase of Hardware:

- a. responsibility for the Hardware transfers to the customer upon delivery;
- b. ownership of the Hardware transfers to the customer on payment in full;
- c. Buddy Telco may update the software in the Hardware to enhance its performance with the network; and
- d. the manufacturer may remotely perform updates.

3. Warranty

3.1 In addition to any guarantees under Australian Consumer Law, the Hardware (including cables, power cord, etc.) is covered by a repair and replacement warranty against manufacturing faults (Warranty) for 24 months from the date of purchase (Warranty Period).

4. Privacy and Data Usage

4.1 When using the Hardware, the software may collect certain data, as detailed in the End User License Agreement provided with the Hardware. This data collection does not include passwords, browsing data, or application data.

4.2 The customer acknowledges and agrees that Buddy Telco may collect, store, and use certain data related to the use of the Hardware, including but not limited to IP addresses and device serial numbers. Data collection will be in accordance with Buddy Telco's Privacy Policy, available at [Privacy Policy | Buddy Telco](#).

4.3 By purchasing and using the Hardware, the customer consents to the collection, storage, and use of their data as described in the Privacy Policy. Buddy Telco shall take reasonable measures to protect the confidentiality and security of customer data in accordance with applicable laws and regulations.

5. Replacement of Faulty Hardware

5.1 If the Hardware is determined by Buddy Telco to be faulty and meets the warranty criteria set out by the manufacturer:

- a. Buddy Telco will send replacement Hardware along with a prepaid return satchel and instructions for returning the faulty Hardware;
- b. replacement Hardware is like-for-like, subject to stock availability;
- c. Buddy Telco may repair or replace the Hardware with refurbished units;
- d. the customer is responsible for ensuring proper packaging and return of the faulty Hardware; and
- e. if the faulty Hardware is not returned within 30 business days, the customer may be charged for the replacement Hardware.



5.2 If the Hardware is determined to be faulty due to reasons not covered under the Warranty, or if the return falls outside the Warranty Period, the customer is responsible for the replacement value of the device and associated freight costs.

6. Charges

6.1 Hardware purchases will be invoiced on order.

6.2 If agreed between the parties, payment for the Hardware may be made in instalments over a 12 month period.

7. Link to Network

7.1 Buddy Telco may create a network for the Hardware on behalf of the customer if required. If the internet service associated with the Hardware is terminated or changed, the Hardware will need to be reconfigured.

8. Limitation of Liability

8.1 Other than the customer's statutory rights which cannot be excluded, Buddy Telco expressly excludes all liabilities, rights, remedies, conditions, warranties, and other terms that may be implied by custom, statute, or common law, to the extent that is permitted by law.

8.2 To the extent permitted by law, Buddy Telco's total liability for all claims related to Hardware is limited to the amount paid by the customer for the Hardware.

8.3 Neither party shall be liable to the other for any consequential loss suffered or incurred.

9. Jurisdiction

9.1 This Agreement is governed by the laws of Victoria.