

# ZTE Limited Warranty Conditions

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1. This product is warranted for 12 (twelve) months from date of purchase; excluding the battery and charger, if applicable, which have 6 months warranty from date of purchase, subject to the terms and conditions contained herein.
2. The product will be repaired or replaced by ZTE or ZTE's Authorised Service Centres, if, at their sole discretion, it is found to be faulty within the warranty period. (Inspection and handling charges may apply if your device is not covered by our warranty terms and conditions)
3. Repaired or replaced parts, or devices, will be warranted for the original warranty period or for 90 days from the date of repair, whichever is longer.
4. Personal headphones (if supplied) are not covered by this warranty unless defective prior to or at the time of purchase.
5. This warranty only applies to products sold and distributed within Australia by ZTE and its authorised distributors and/or retail outlets.
6. This warranty only applies if the product has been used in accordance with the manufacturer's instructions under normal use and with reasonable care (in the opinion of ZTE or ZTE's Authorised Service Centres) subject to all terms and conditions set out in this document and in the handbook.
7. What this limited warranty does not cover:
  - (a) Defects or damages resulting from the misuse of this product.
  - (b) Defects or damages from abnormal use, abnormal conditions, improper storage, exposure to moisture, oils and solvents, extreme environmental changes such as temperature and humidity, dampness or corrosive environments, unauthorised modifications, unauthorised repair, neglect, rough handling, abuse, accident, alteration, improper installation, incorrect voltage application, food or liquid spillage, acts of God. You are advised to consult your user guide for information regarding operating conditions and to familiarize yourself with the care and maintenance requirements.
  - (c) Breakage or damage to external antennas or sockets; unless caused directly by defects in materials or workmanship.
  - (d) The cost of delivery or transportation of the product to the dealer or officially appointed service centre.
  - (e) Normal wear and tear.
  - (f) If the Product has been opened, modified or repaired by anyone other than an authorised ZTE service centre, or if it is repaired using unauthorised spare parts.
  - (g) If the serial number (IMEI), date code, or other manufacturer applied stickers or labels have been removed, erased, defaced, altered or are illegible in any way subject to the sole discretion of ZTE.
  - (h) Damage resulting from the use of non-ZTE approved accessories.
  - (i) That the software or hardware provided will work in all circumstances or to your specific requirements, that the operation of the software will be uninterrupted or error free, or that ZTE will rectify any such defects.
8. This warranty is not transferable. This warranty is only valid for the original purchaser and does not apply to any subsequent purchaser / end user.
9. ZTE reserves the right to repair or replace your device with a new or re-furnished equivalent device. All parts or faulty product that have been replaced or exchanged become the property of ZTE.
10. ZTE are not responsible for delays or charges in the warranty process if a device is network locked to a specific operator and that operator has delays in unlocking or returning the device.
11. External suppliers provide the cellular network and SIM card on which the product operates. ZTE does not accept responsibility under warranty for the operation or coverage of the cellular network or the performance of the SIM card.
12. ZTE does not warrant that software provided will work on all systems or in all circumstances.
13. This limited warranty does not cover downloaded content, 3<sup>rd</sup> party software or settings and you should back up all content before making a warranty claim.
14. To the extent permitted by applicable law, ZTE will not provide any reimbursement for loss of service, contract time or loss of content.

## LIMITED WARRANTY

TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS LIMITED WARRANTY IS YOUR SOLE AND EXCLUSIVE REMEDY AGAINST ZTE AND ZTE'S SOLE AND EXCLUSIVE LIABILITY IN RESPECT OF DEFECTS IN PRODUCT. HOWEVER, THIS LIMITED WARRANTY SHALL NOT EXCLUDE NOR LIMIT ANY OF YOUR LEGAL (STATUTORY) RIGHTS UNDER THE APPLICABLE NATIONAL LAWS.

TO THE EXTENT PERMITTED BY APPLICABLE LAW ZTE DOES NOT ASSUME ANY LIABILITY FOR LOSS OF OR DAMAGE TO OR CORRUPTION OF DATA, FOR ANY LOSS OF PROFIT, LOSS OF USE OF PRODUCTS OR FUNCTIONALITY, LOSS OF BUSINESS, LOSS OF REVENUES OR LOSS OF ANTICIPATED PROFIT, INCREASED COSTS OR EXPENSES OR FOR ANY INDIRECT, OR SPECIAL OR CONSEQUENTIAL LOSS OR DAMAGE. TO THE EXTENT PERMITTED BY APPLICABLE LAW, ZTE'S LIABILITY SHALL BE LIMITED TO THE PURCHASE VALUE OF THE PRODUCT. THE ABOVE LIMITATIONS SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CAUSED BY DEFECT OF PRODUCT IN MATERIAL, DESIGN AND WORKMANSHIP.

ZTE RESERVES THE RIGHT TO CHANGE DEVICE FEATURES, SOFTWARE AND WARRANTY PROCEDURES WITHOUT NOTICE

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**User Information - Please attach your receipt and keep this card in a safe place.**

Model Number ..... IMEI Number .....  
(Printed on side of box and under battery cover)  
Date of Purchase .....

**In the event of a fault with the device please follow this quick guide:**

1. Power the device off.
2. Check your USIM is valid and correctly inserted.
3. If you are connecting to a PC please reboot the PC.
4. Power the device on.
5. Restore all settings to default (see your User Guide).
6. Follow the Troubleshooting section in the User Guide.
7. Consult the User Guide thoroughly for your failure condition.
8. Consult our website for support and further troubleshooting at [www.zte.com.au](http://www.zte.com.au)
9. If making a claim under ZTE's limited warranty policy you should return your product to your place of purchase or an authorised ZTE service centre before the expiry of the warranty period. Information on ZTE authorised service centres can be found on the ZTE website at [www.zte.com.au](http://www.zte.com.au)
10. You will need a copy of your original receipt which shows the model, serial (IMEI) number, date and place of purchase and name and address of the seller. This information must be legible and unaltered.

## **Caution**

Ruggedised devices give limited protection against dust and water ingress. They are not waterproof and should not be immersed in any liquid.

Please refer to your User Guide for any environmental and operational requirements for any device.